

FIG. 1

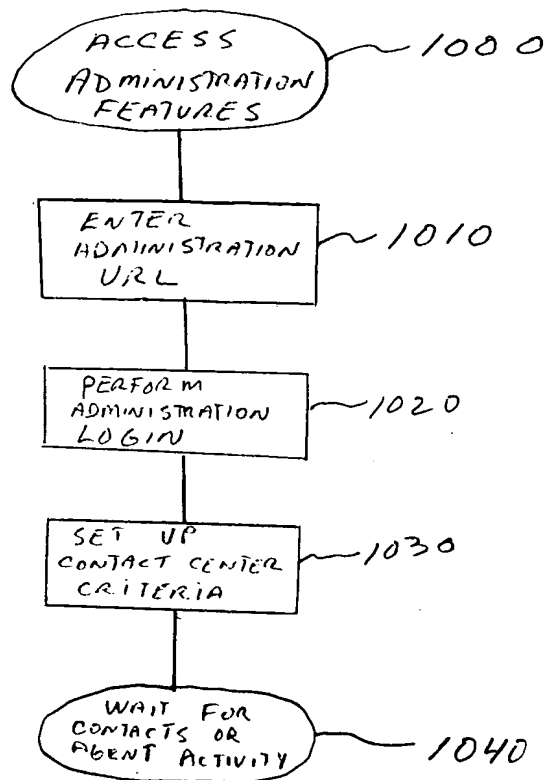


FIG. 2

09400320 092199

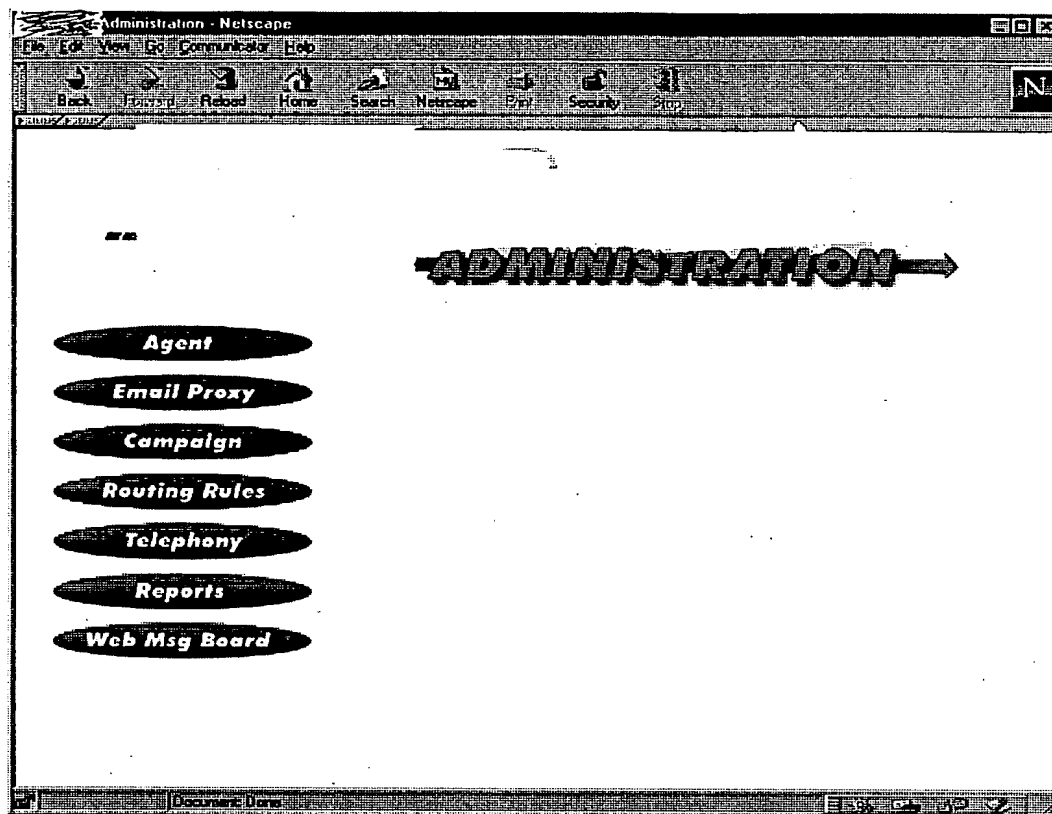


FIG. 3

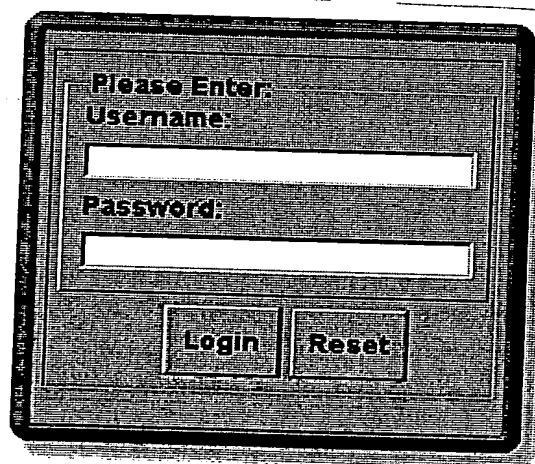


FIG. 4

00400460 0920026T16

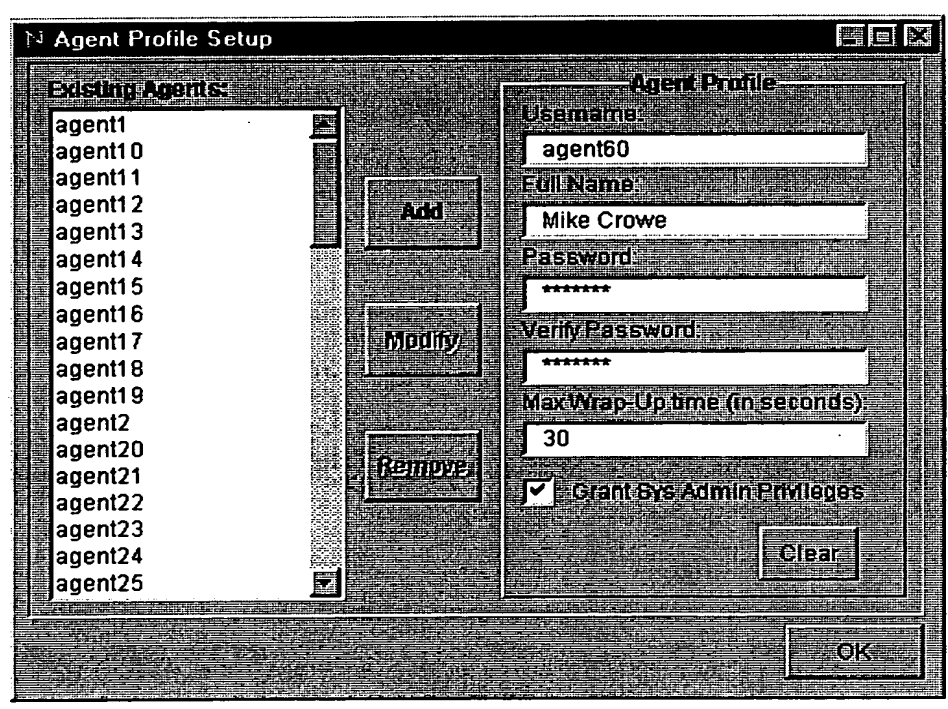
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FIG. 5

09400320 09219



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FIG. 6

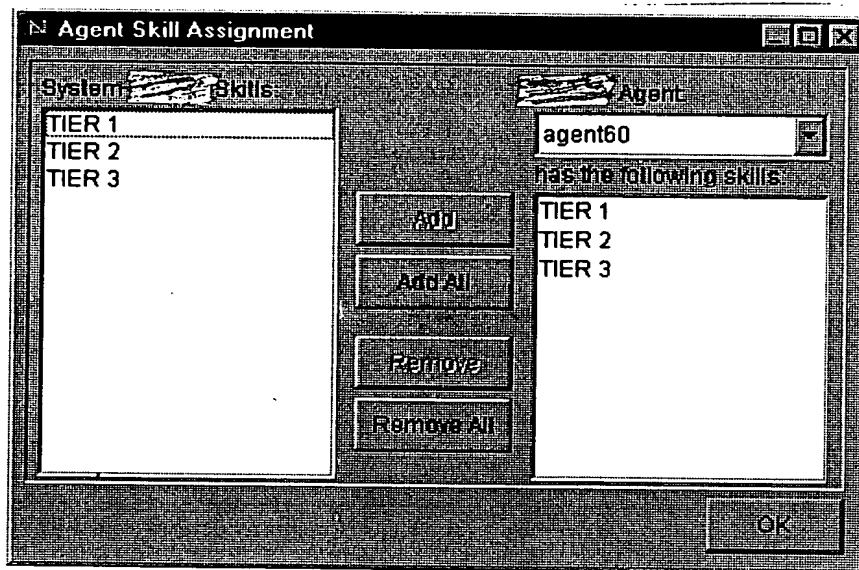


FIG. 7

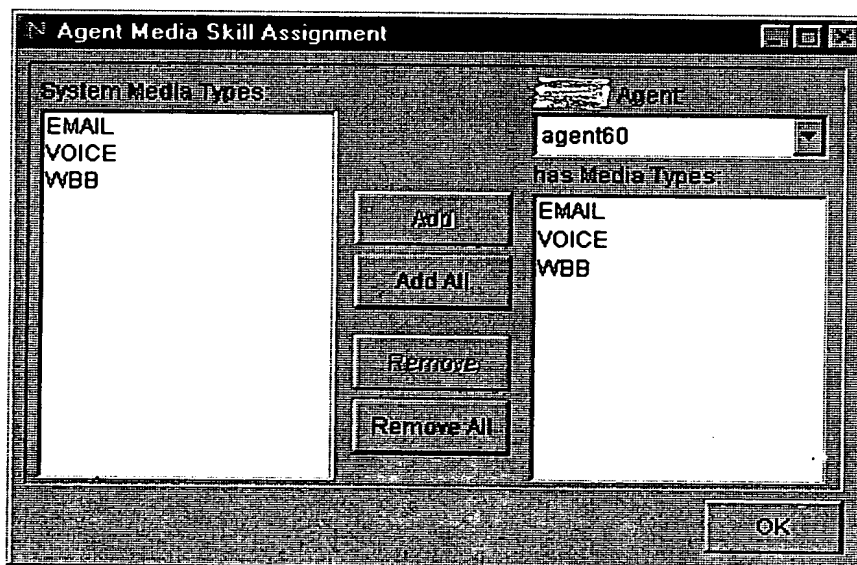


FIG. 8

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FIG. 9

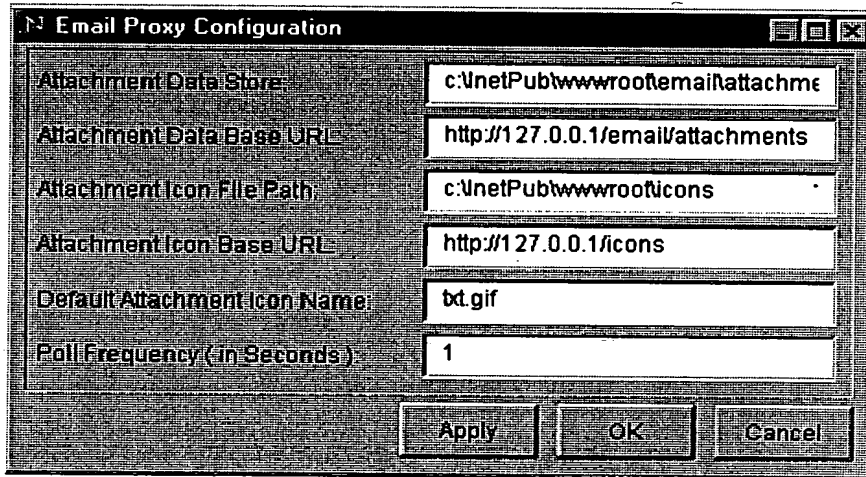


FIG. 10

00400320 09400460

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Mailbox Setup & Maintenance

Existing Mailboxes:

sales
service

Mailbox Profile

Mailbox Name:

Domain Name:

Mailbox Password:

POP3 IP Address:

SMTP IP Address:

Campaign:

Response Template URL:

168

FIG. 11

Campaign Administration

170

FIG. 12

00400320 09400460

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N Campaign Setup

Current Default Campaign: CHICAGO

Existing Campaigns:

CHICAGO
NEW JERSEY

Add
Modify
Remove

Campaign: NEW JERSEY
Re-Route Number:
☒ Set as Default
Clear

OK

172

FIG. 13

N Contact Status Table Maintenance

☒ Contact ☐ No Contact ☐ No Connect ☐ Re-Routed

Campaign: NEW JERSEY
New Result:
Add
Remove

Existing Results:
1 year sale
3 year sale
5 year sale

Campaign: NEW JERSEY
Result: 3 year sale
New Reason: sales promotion
Add
Remove

Existing Reasons:
good price

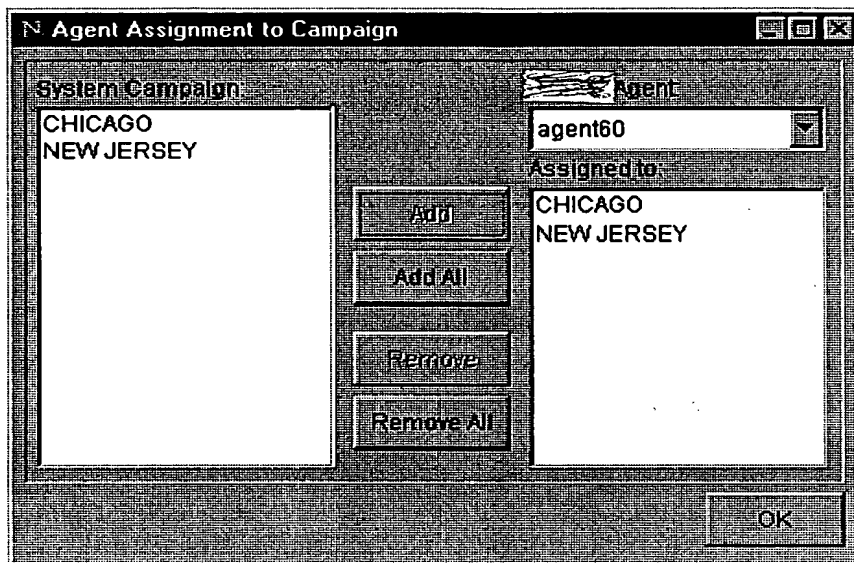
OK

174

FIG. 14

09400320 092199 651260 02E00460

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Agent Assignment to Campaign

System Campaign: CHICAGO, NEW JERSEY

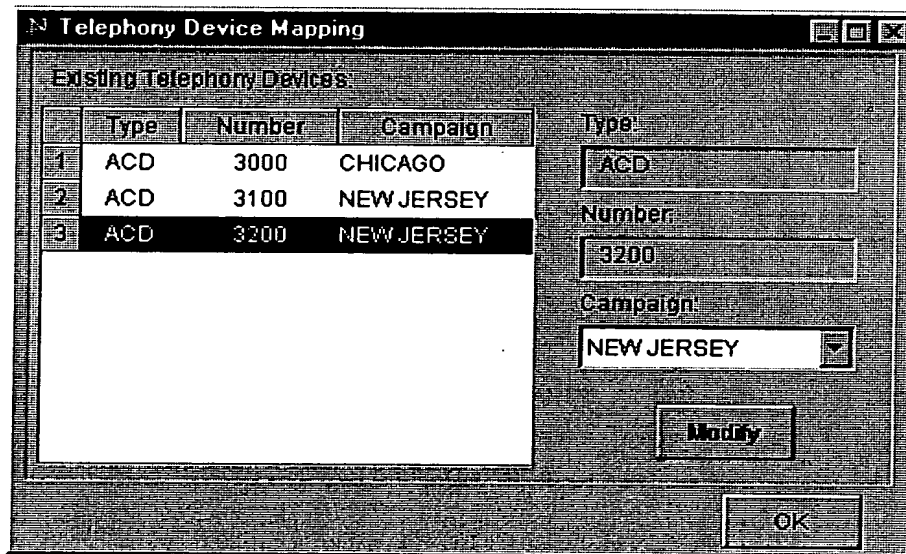
Agent: agent60

Assigned to: CHICAGO, NEW JERSEY

Buttons: Add, Add All, Remove, Remove All, OK

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FIG. 15



Telephony Device Mapping

Existing Telephony Devices:

	Type	Number	Campaign
1	ACD	3000	CHICAGO
2	ACD	3100	NEW JERSEY
3	ACD	3300	NEW JERSEY

Type: ACD

Number: 3200

Campaign: NEW JERSEY

Buttons: Modify, OK

178

FIG. 16

09400320 02E00460

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Map Telephone Line to Campaign

Existing DNIS

	DNIS	Campaign
1	8005551212	CHICAGO

DNIS Mapping

DNIS: 8005552323

Campaign: NEW JERSEY

Buttons: Add, Modify, Remove, Clear, OK

180

FIG. 17

Telephony Maintenance

Telephone/ACD Setup

Define Telephone Extension

Map IVR Port to ACD Extension

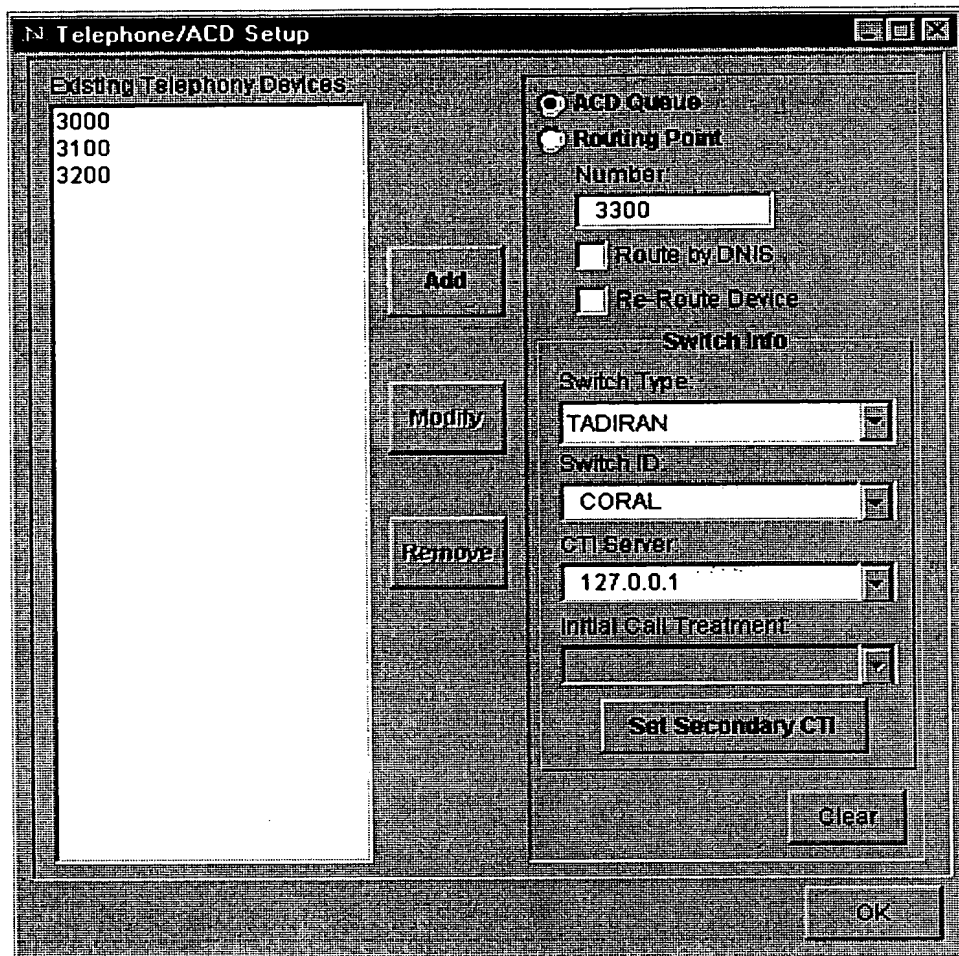
182

FIG. 18

09400320.02E00460

00400200460 06T260"

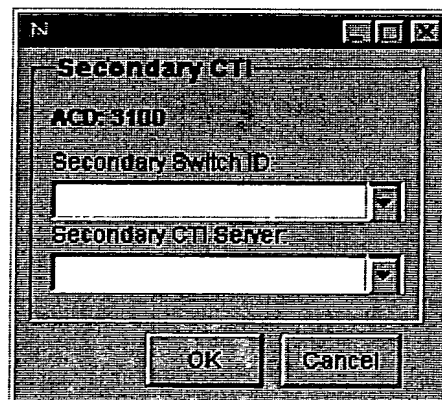
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The 'Telephone/ACD Setup' dialog box is shown. It features a list of 'Existing Telephony Devices' on the left with entries 3000, 3100, and 3200. To the right of this list are 'Add', 'Modify', and 'Remove' buttons. Further right, there are radio buttons for 'ACD Queue' (selected) and 'Routing Point'. Below these is a 'Number' field containing '3300'. There are checkboxes for 'Route by DNIS' and 'Re-Route Device'. A 'Switch Info' section contains a 'Switch Type' dropdown set to 'TADIRAN', a 'Switch ID' dropdown set to 'CORAL', a 'CTI Server' dropdown set to '127.0.0.1', and an 'Initial Call Treatment' dropdown. A 'Set Secondary CTI' button is located below the CTI Server field. At the bottom right are 'Clear' and 'OK' buttons.

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F16. 19



The 'Secondary CTI' dialog box is shown. It contains the text 'ACD: 3100'. Below this is a 'Secondary Switch ID' label followed by a dropdown menu. Below that is a 'Secondary CTI Server' label followed by another dropdown menu. At the bottom are 'OK' and 'Cancel' buttons.

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F16. 20

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Define Telephone Extension

Existing Telephony Extensions:

200-203
401-403

Add **Modify** **Remove**

From Extension: 600

To Extension: 603

Switch Info

Switch Type: LUCENT

Switch ID: CORAL

CTI Server: 127.0.0.1

Set Secondary CTI

Clear

OK

188

FIG. 21

Map IVR Port to ACD Extension

Existing IVRs:

	Master	F.C.	T.C.	F.E.	T.E.
1	1	0	3	200	203

Add **Modify** **Remove**

Master: 1

From Channel (F.C.): 0

To Channel (T.C.): 3

From Extension (F.E.): 200

To Extension (T.E.): 203

☐ Re-Route Channels

Clear

OK

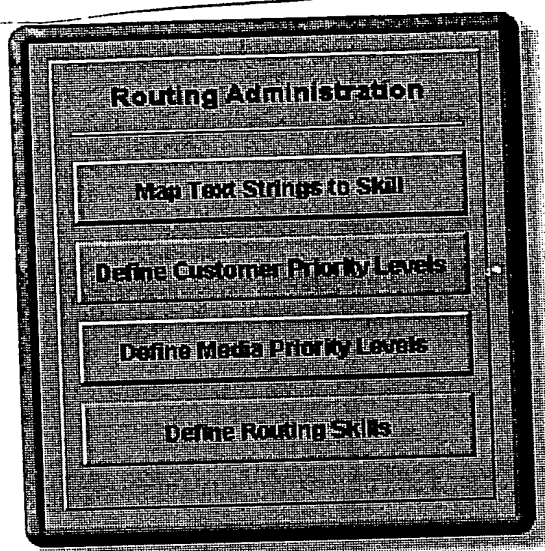
190

FIG. 22

09400320-092199

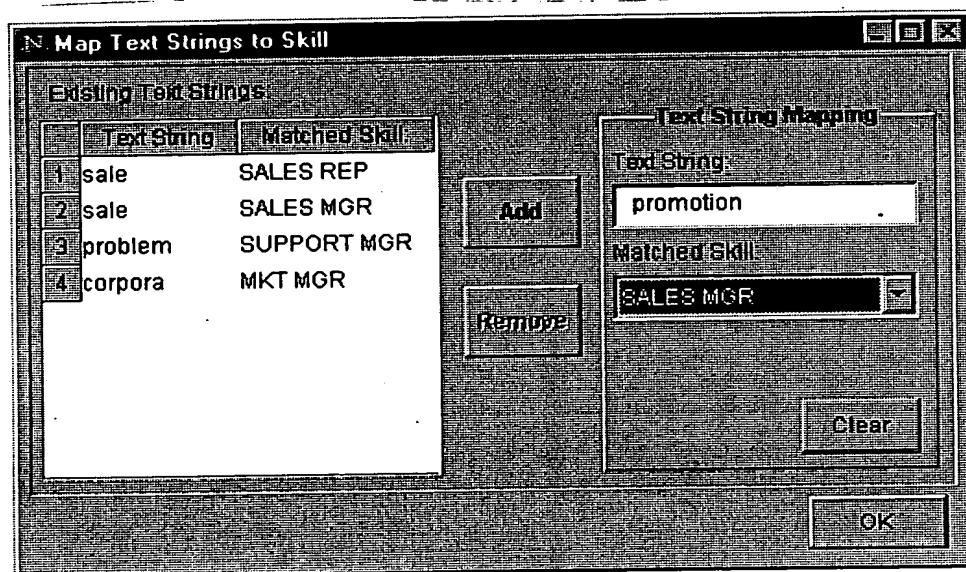
66F260-02E00460

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FIG. 23



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FIG. 24

00400320 091260 02E00460

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Define Customer Priority Levels

Existing Customer Types:

	Customer Type	P	I	F
1	5	1	0	1
2	4	50	0	1
3	3	15	40	3
4	1	5	20	5
5	0	0	10	1
6	6	92	4	4
7	7	96	1	23
8	89	34	45	4
9	68	56	65	3
10	2	10	30	4

Add

Modify

Remove

Customer Type: 5

Priority (P): 1

Increment (I): 0

Frequency (F) (in seconds): 1

Clear

OK

196

FIG. 25

Define Media Priority Levels

Existing Media Types:

	Media Type	P	I	F	Time Out
1	EMAIL	2	5	5	30
2	WBB	3	5	5	30
3	VOICE	1	50	5	30

Modify

Remove

Media Type: WEB

Priority (P): 2

Increment (I): 5

Frequency (F) (in seconds): 5

Time Out (in seconds): 30

Clear

OK

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FIG. 26

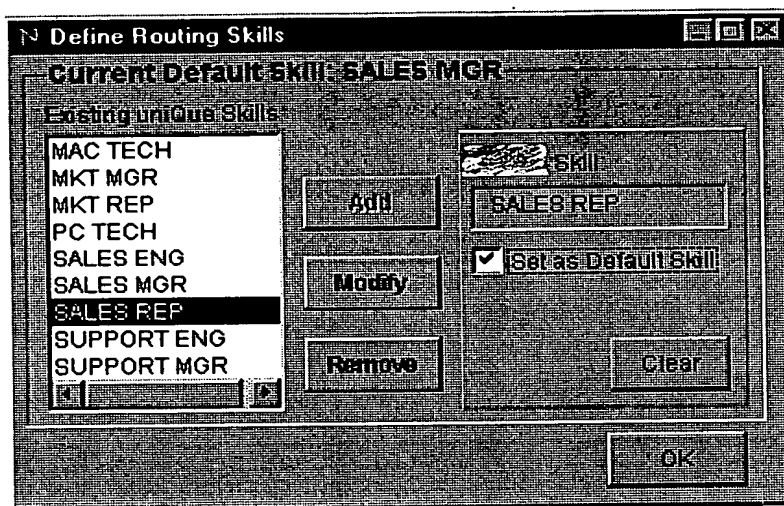


FIG. 27

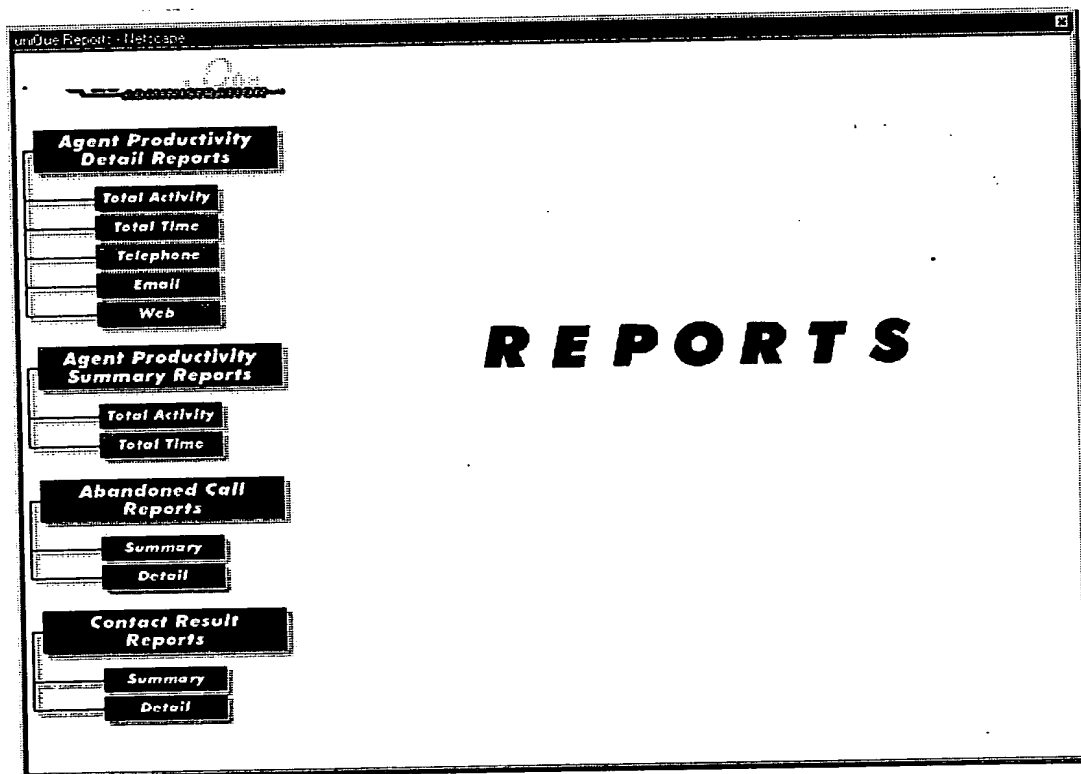


FIG. 28

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Period: 4/14/99

Report Date: 04/17/99

Organization: Services

Report Time: 14:05:03

Agent: David

Campaign: All

Total Activity Recap

<u>Log In</u>	<u>Log Out</u>	<u>Duration</u>	<u>Telephone Contacts</u>			<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>	<u>Avg.Min.</u>
			<u>In-bound</u>	<u>Out-bound</u>	<u>Total</u>					<u>Per/Contact</u>
8:00	10:00	120	13	4	17	4	3		24	5.00
10:15	12:00	105	7	3	10	11	4		25	4.20
12:45	14:30	105	12	3	15	5	3		23	4.57
14:45	16:00	75	7	6	13	3	2		18	4.17
	Total	405	39	16	55	23	12		90	4.50

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Contact Handling Time

<u>Log In</u>	<u>Log Out</u>	<u>Unavail</u>	<u>No</u>	<u>Inbound</u>	<u>Outbound</u>	<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>
		<u>able</u>	<u>Activity</u>	<u>Telephone</u>	<u>Telephone</u>				<u>Time</u>
8:00	10:00	2	7	72	24	8	8		120
10:15	12:00	2	5	45	21	24	8		105
12:45	14:30	11	4	57	15	11	7		105
14:45	16:00	3	3	29	28	7	5		75
	Total	18	19	203	88	50	27		405

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F16. 30

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Period: 4/14/99

Report Date: 04/17/99

Organization: Services

Report Time: 14:05:03

Campaign: All

Total Activity Recap

<u>Agent</u>	<u>Telephone Contacts</u>		<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>	<u>Avg. Min.</u>
	<u>Inbound</u>	<u>Outbound</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Per/Contact</u>
David Robinson	43	4	47	4		98	4.23
Joe Mc Colum	34	3	37	11		85	5.65
Harry Doyle	65	3	68	5		141	7.89
Jane Alexander	98	6	104	3		211	113.65
Kermit Spenser	132	3	135	11		281	23.50
Mike Alabastor	45	5	0	5		55	4.50
Milan Jones	32	6	0	6		44	4.12
Scott Nyquist	65	8	45	3		121	7.30
Total	514	38	436	48	0	1036	2.84

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FIG. 31

<u>Unavailable</u>	<u>No Activity</u>	<u>Inbound</u>	<u>Outbound</u>				<u>Total</u>
<u>Time</u>	<u>Time</u>	<u>Telephone</u>	<u>Telephone</u>	<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Time</u>

David Robinson	12	14	300	43	23	12		404
Joe Mc Colum	34	12	234	23	45	15		363
Harry Doyle	12	0	432	54	43	16		557
Jane Alexander	6	0	123	23	54	18		224
Kermit Spenser	15	0	123	23	67	19		247
Mike Alabastor	7	12	189	56	65	20		349
Milan Jones	12	45	321	71	23	21		493
Scott Nyquist	23	23	200	23	12	22		303
Total	121	106	1922	316	332	143	0	2940

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FIG. 32

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Period: 4/14/99

Report Date: 04/17/99

Report Time: 14:05:03

ACD Group	ACD Name	Total Calls	No Of Abandoned		Average Abandoned Wait Time (in min)
			Calls	Percent	
1	Inbound Sales	120	23	19%	0.34
2	Service	60	4	7%	0.56
3	Customer Support	75	7	9%	1.5
4	Outbound Sales	68	0	0%	0
	Total	323	34	11%	

FIG. 33

2212

Shift 1		Total Calls	No Of Abandoned		Average Abandoned Wait Time (in sec)	Average Pre Call Processing Time
			Calls	Percent		
8:00	8:15	5	0	0%	0	0
8:15	8:30	5	0	0%	0	0
8:30	8:45	9	3	33%	115	136
8:45	9:00	8	1	13%	15	15
9:00	9:15	6	1	17%		
9:15	9:30	7	1	14%		
9:30	9:45	2	0	0%		
9:45	10:00	12	4	33%		
10:00	10:15	15	3	20%		
10:15	10:30	7	1	14%		
10:30	10:45					
10:45	11:00					
11:00	11:15					

11:30

FIG. 34

2214

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								Report Date: 04/17/99	
Organization : Services								Report Time: 14:05:03	
Reporting Period: 4/14/99									
Campaign:									
	Outbound	Right		Wrong	No Connects				Total
	Telephone	Party		Party	Busy	No	SIT Tone	Answering	No
<u>Agent</u>	<u>Attempts</u>	<u>Contacts</u>	<u>Percent</u>	<u>Contacts</u>	<u>Signals</u>	<u>Answer</u>	<u>No Connect</u>	<u>Machine</u>	<u>Connects</u>
David Robinson	71	34	48%	9	4	23	1	3	28
Joe Mc Colum	59	31	53%	3	11	12	2	23	25
Harry Doyle	91	60	66%	5	5	16	5	21	26
Jane Alexander	121	91	75%	7	3	19	1	17	23
Kermit Spenser	168	124	74%	8	11	23	2	12	36
Mike Alabastor	78	33	42%	12	5	25	3	3	33
Milan Jones	67	26	39%	6	6	28	1	4	35
Scott Nyquist	82	63	77%	2	3	12	2	6	17
Total	737	462	63%	52	48	158	17	89	223

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F16. 39 224



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F16. 40

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09400320.092199

Config WBB Proxy

Web Bulletin Board Proxy Configuration

ODBC DSN: msgbody

Web BB DB Polling Frequency (In hours): 24

Ignore Messages Older than: 400 Days

Messages are Routed to Agent if not Answered within: 24 Hours

Web BB ISAPI URL: http://127.0.0.1wconnect/wc.dll

Apply OK Cancel

Unsigned Java Applet Window

FIG. 41

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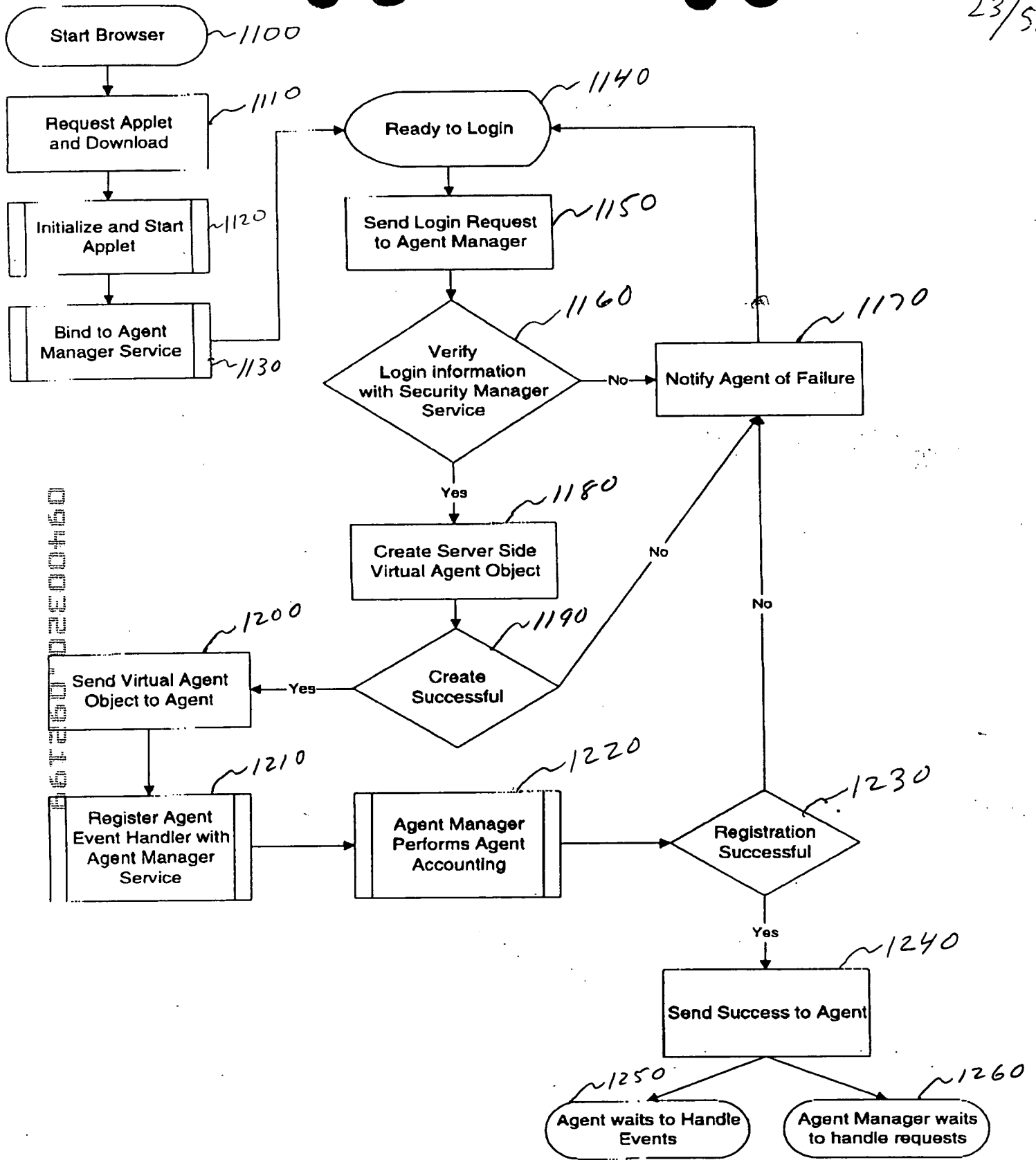
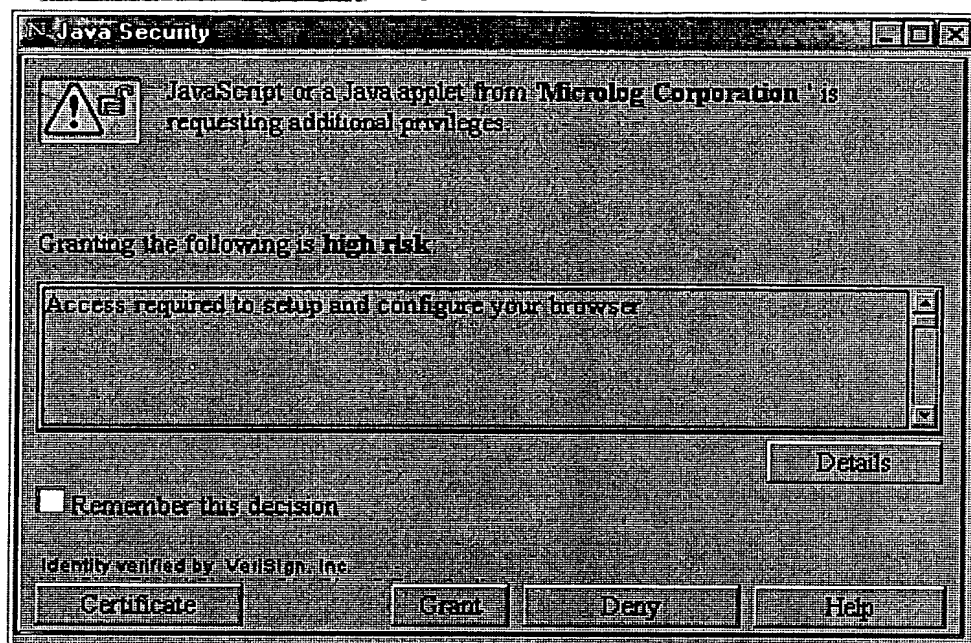


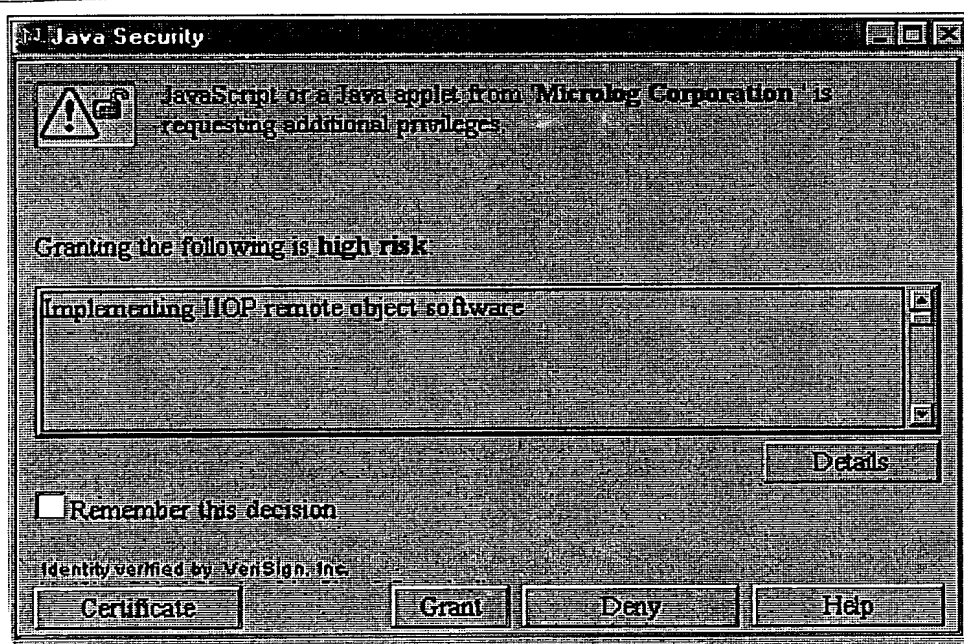
FIG. 42

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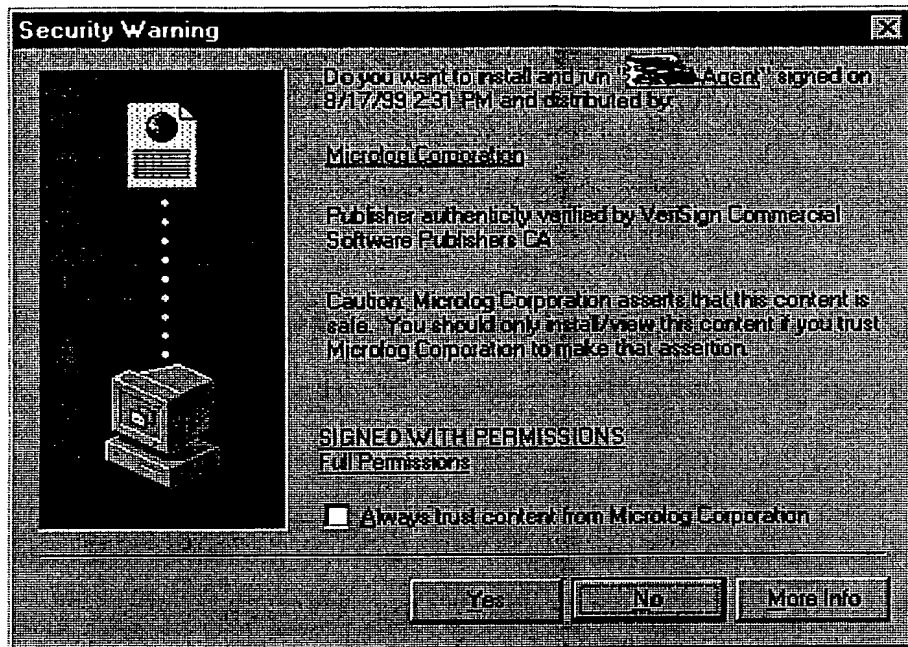
FIG. 43



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FIG. 44

09400320-092199



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FIG. 45

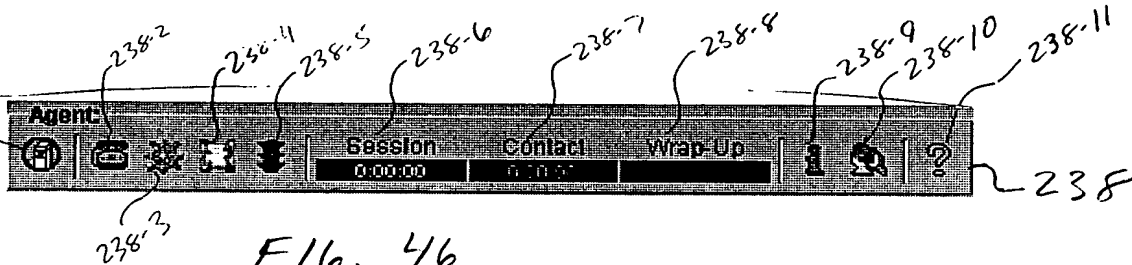


FIG. 46

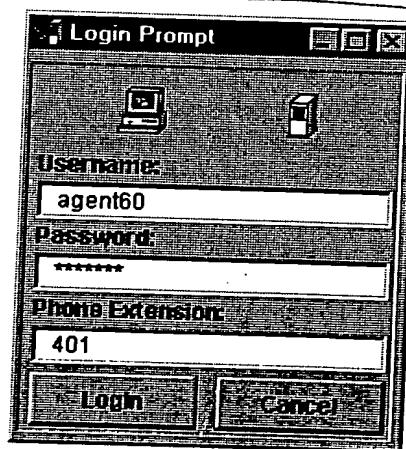


FIG. 47

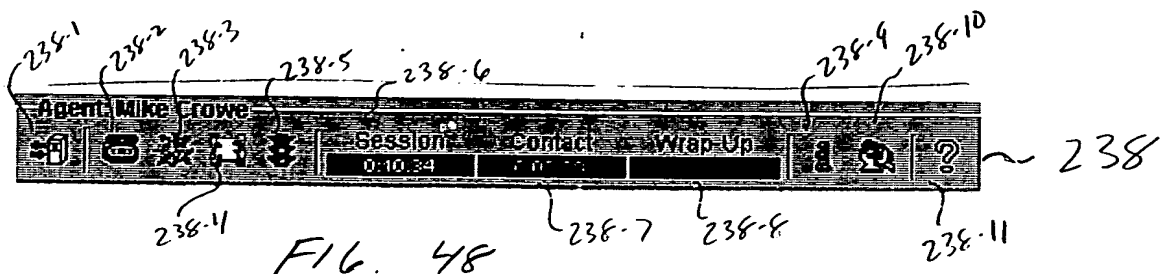
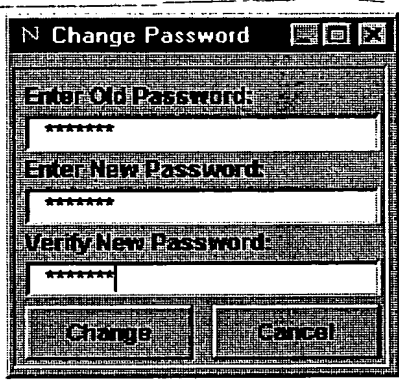


FIG. 48

00400320-092199



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FIG. 49

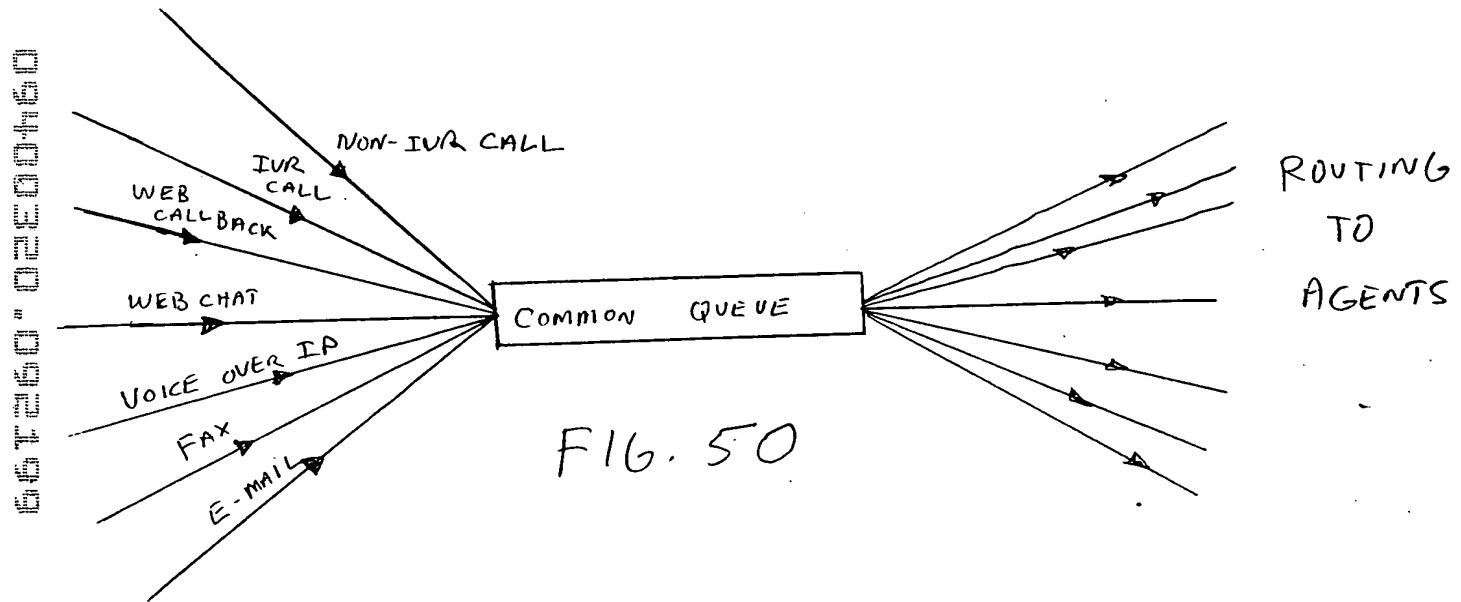


FIG. 50

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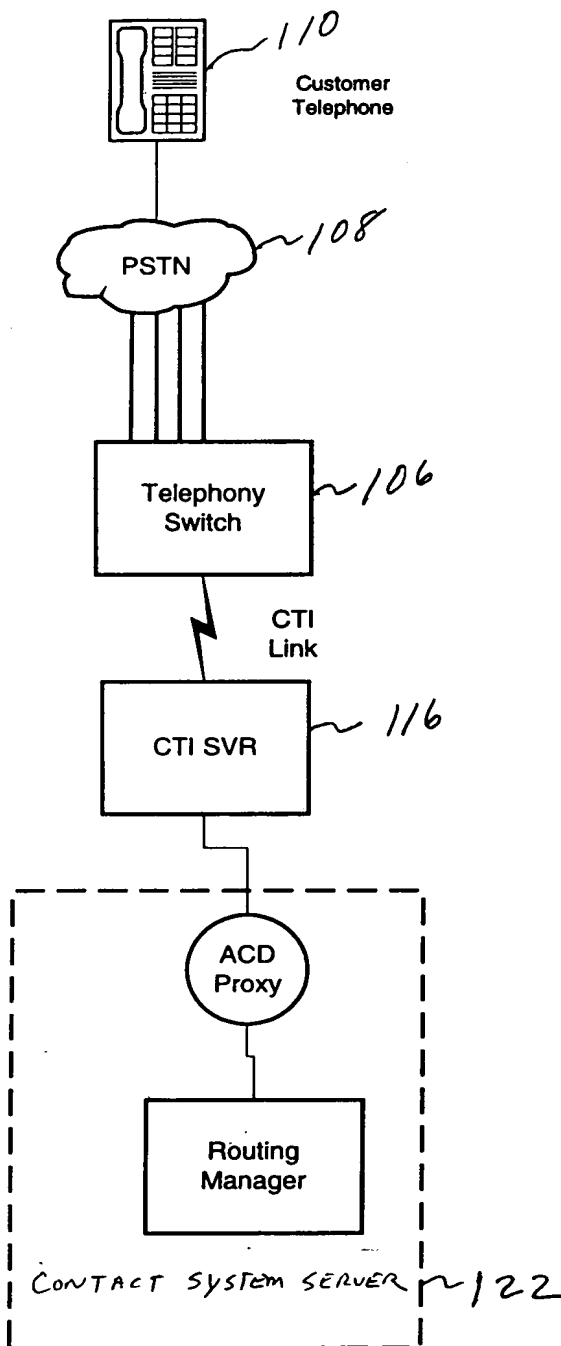


FIG. 51

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0940320 02E00460

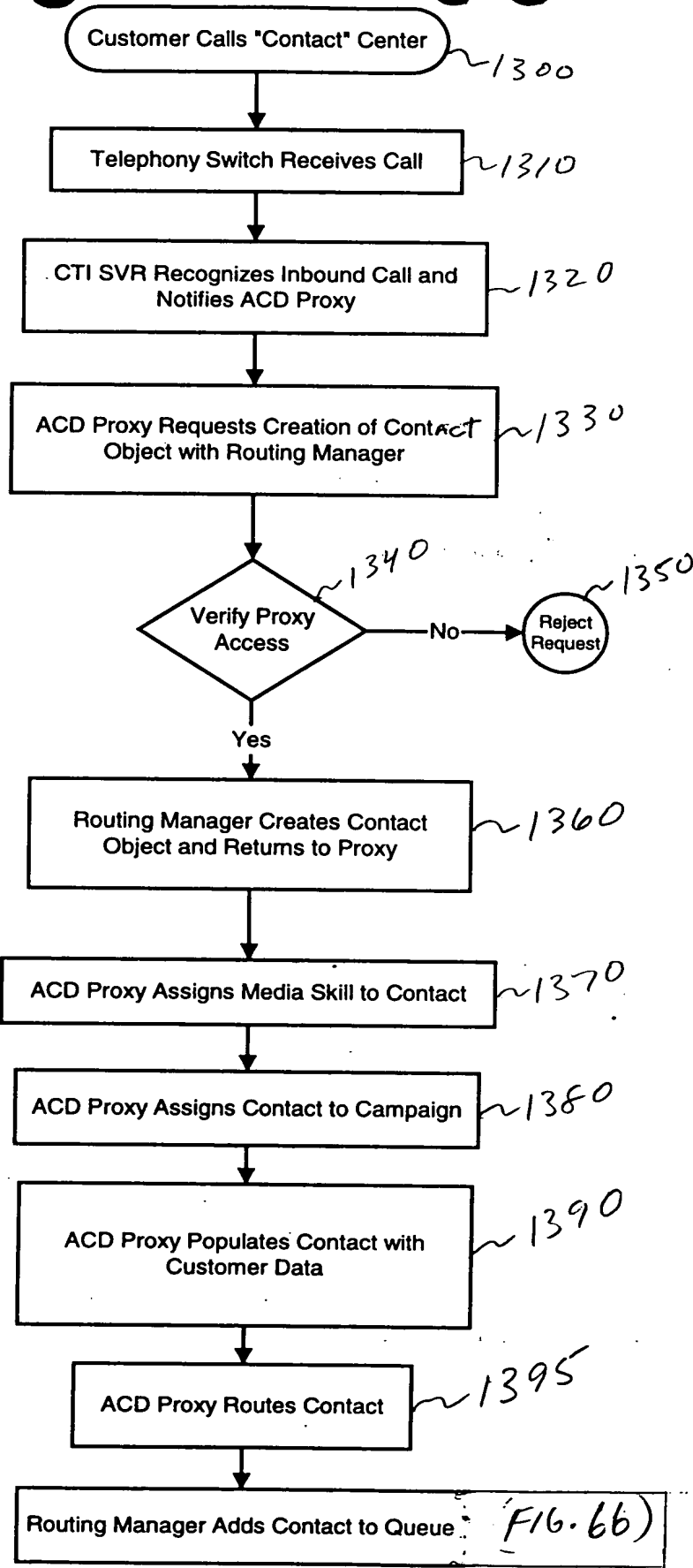


FIG. 52

(FIG. 66)

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00400220-092199

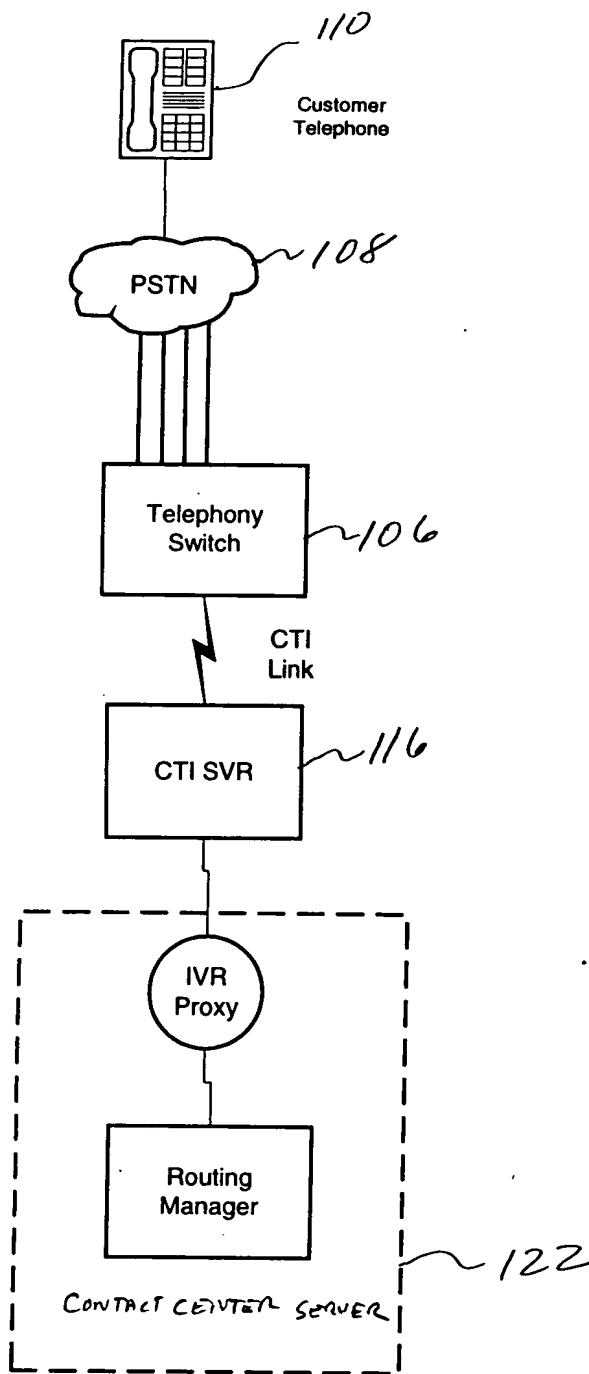


FIG. 53

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09400320 092199

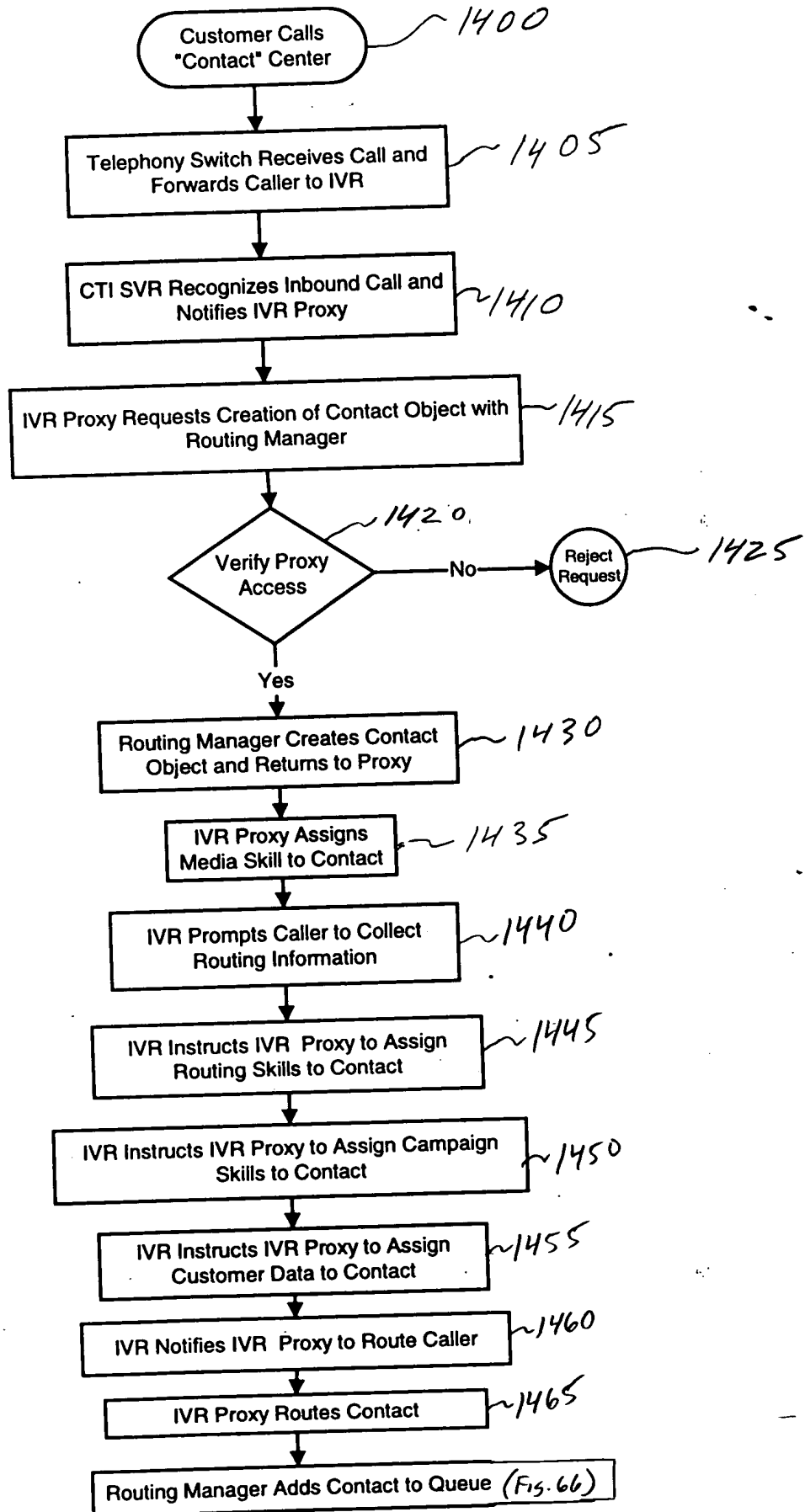


FIG. 54

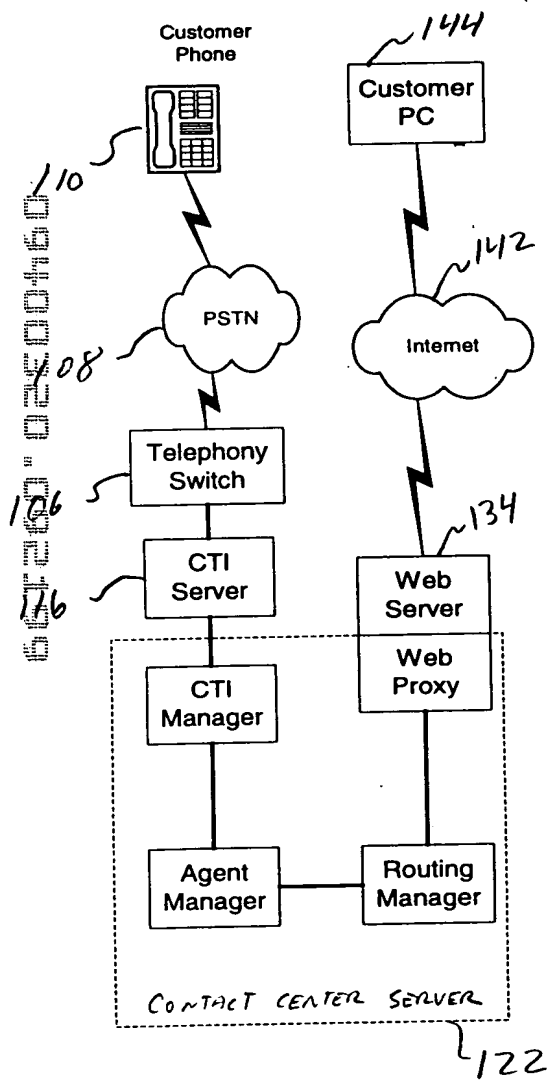


FIG. 55

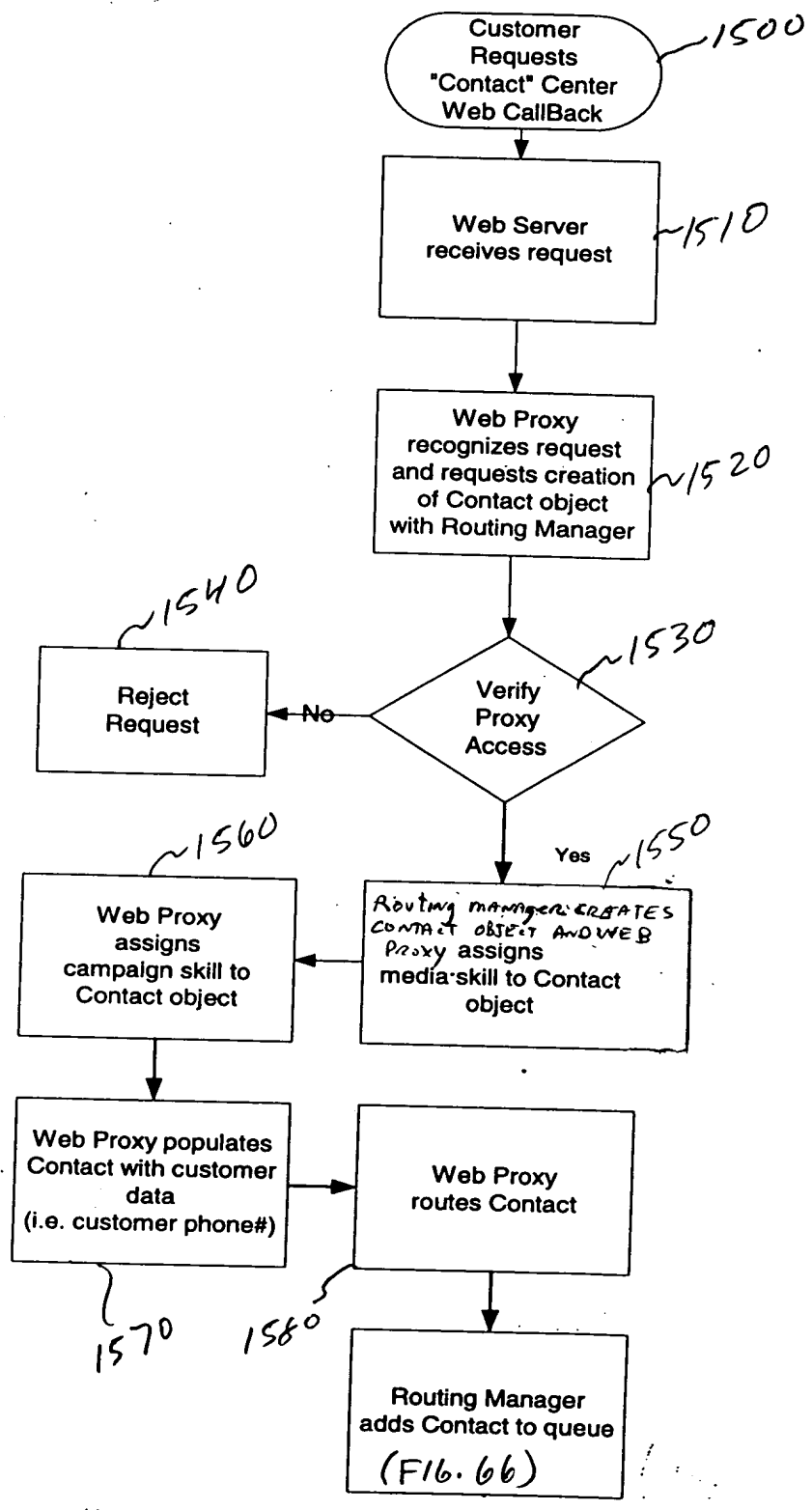


FIG. 56

65T260" 02E00460

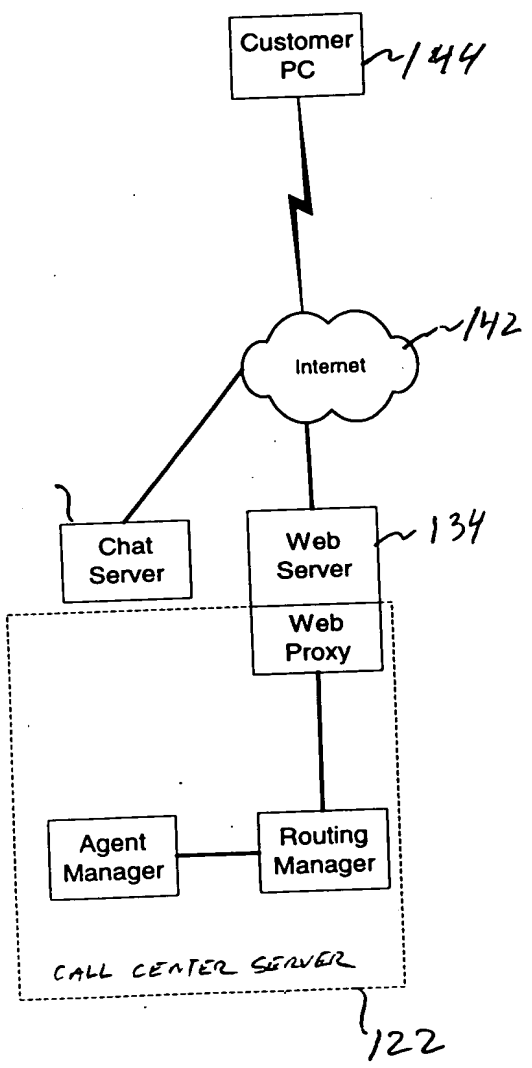


FIG. 57

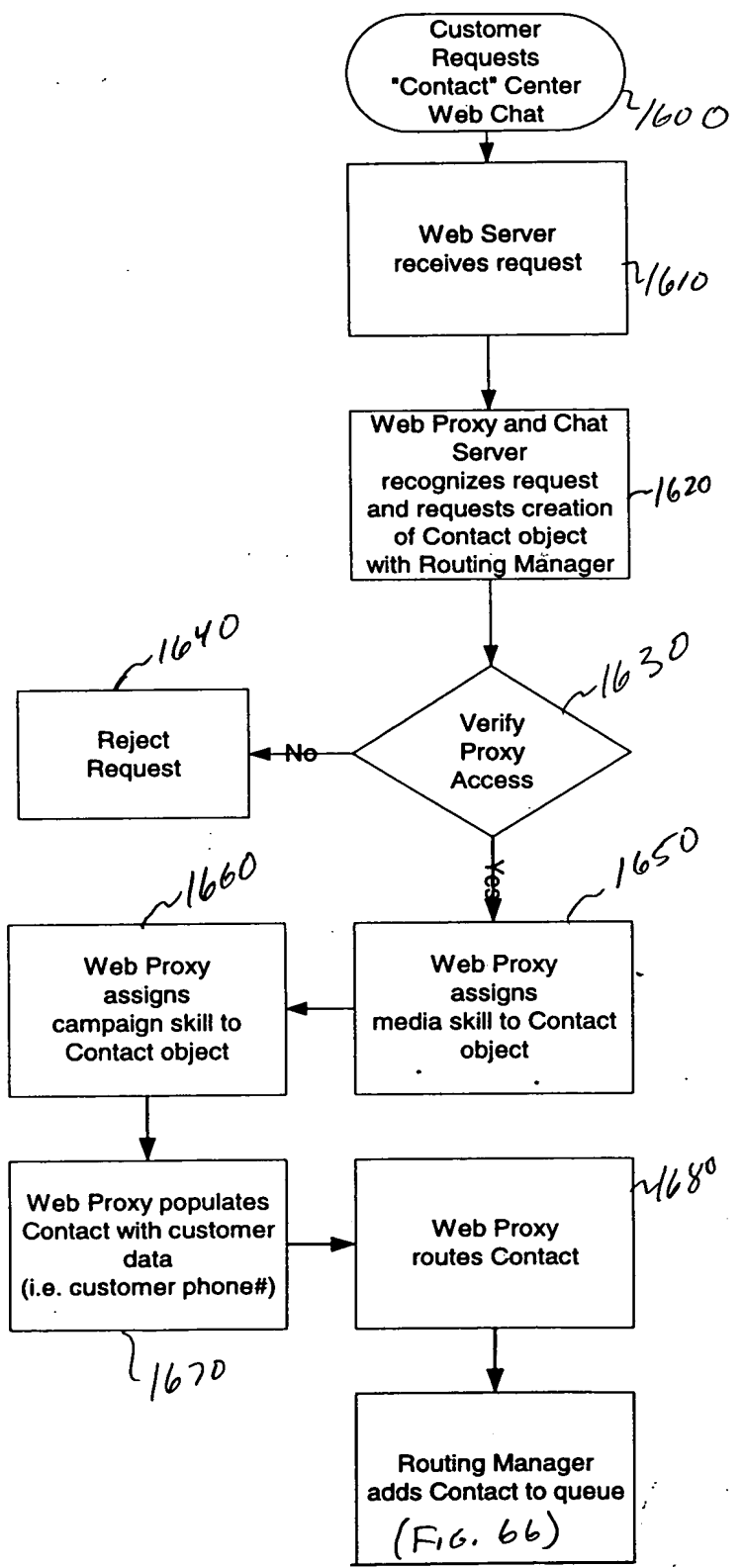


FIG. 58

09400320-092199

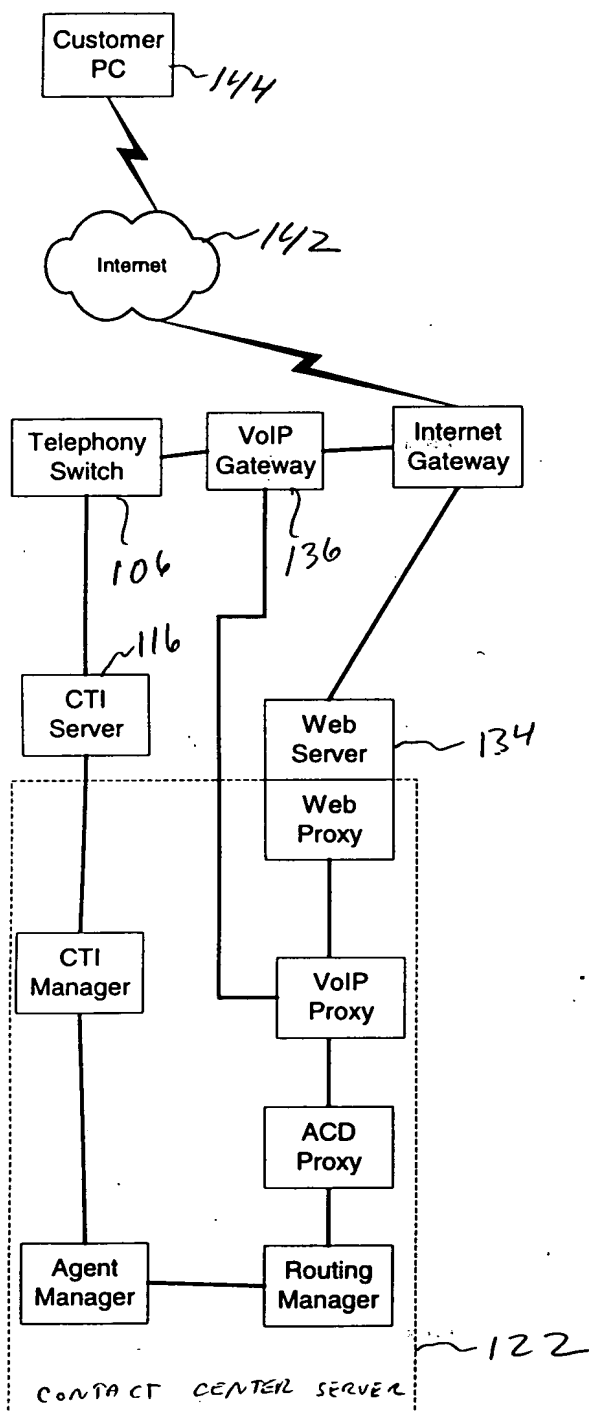


FIG. 59

09400320 092199

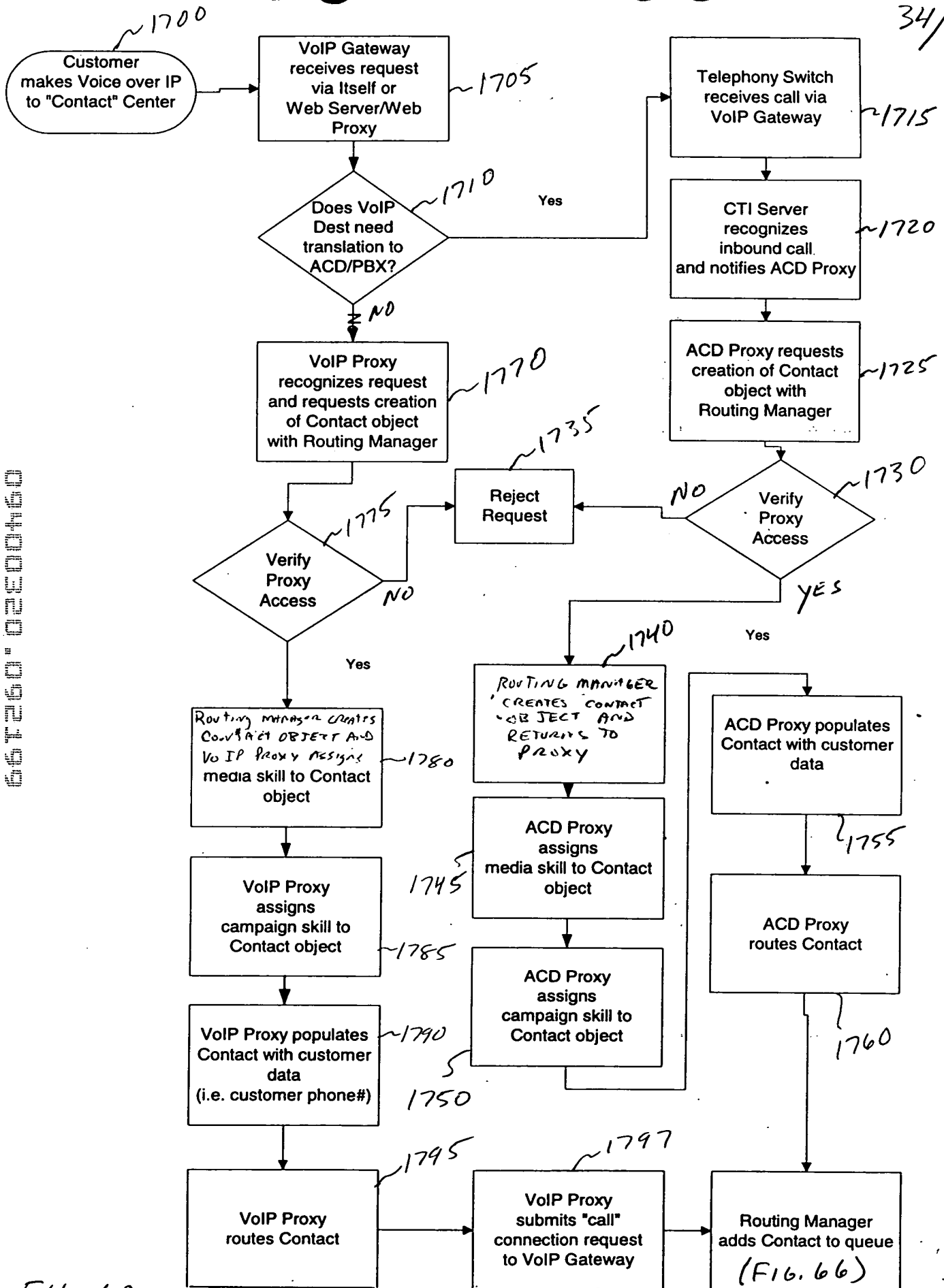


FIG. 60

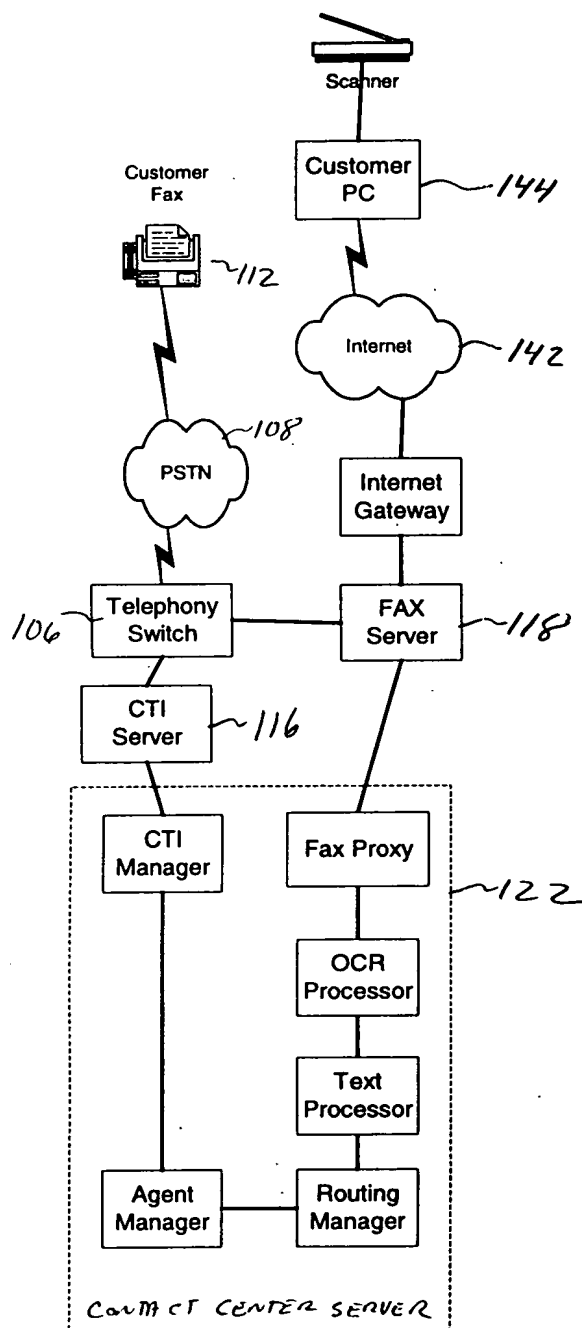


FIG. 61

09400320-092159

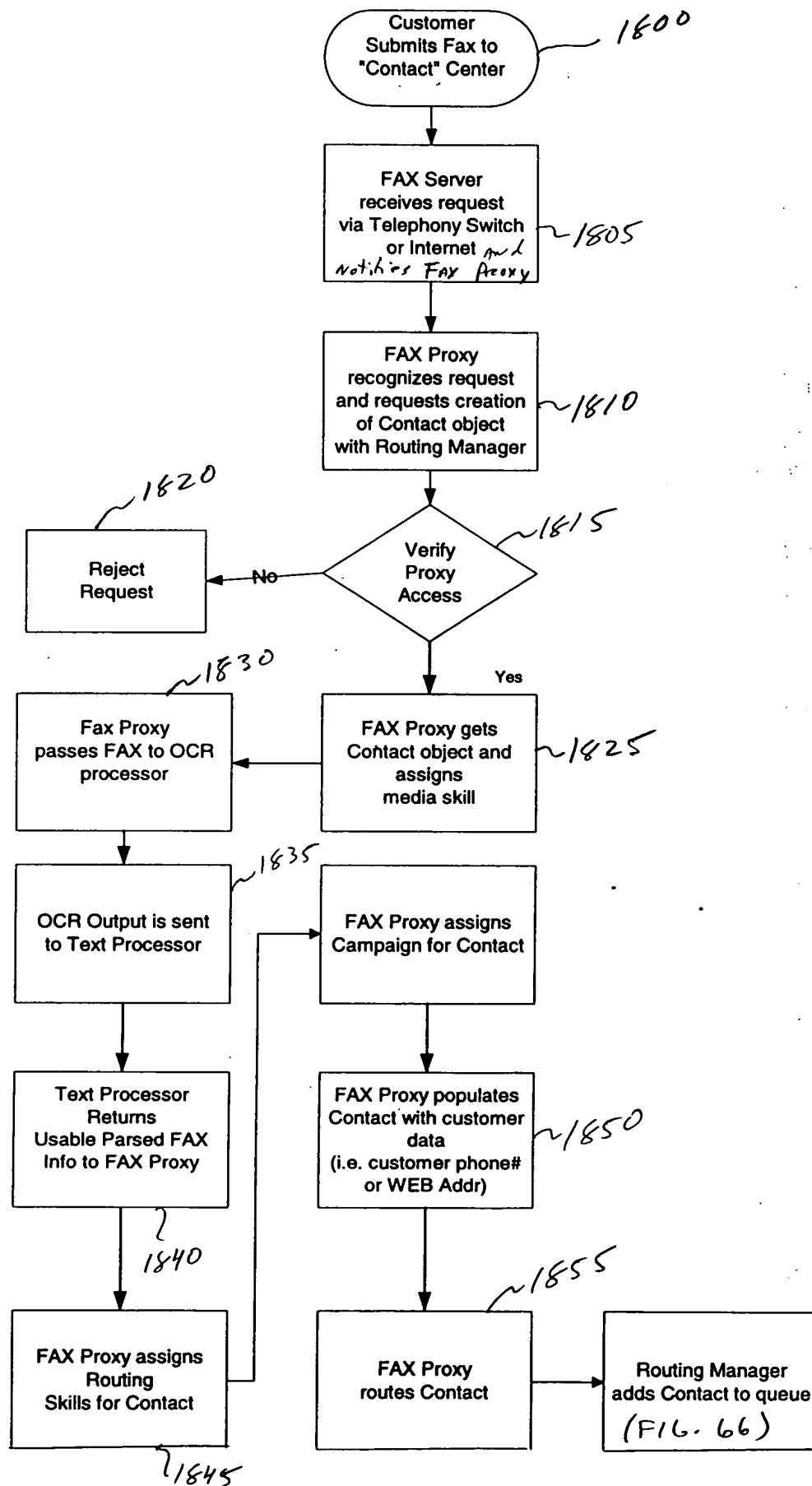


FIG. 62

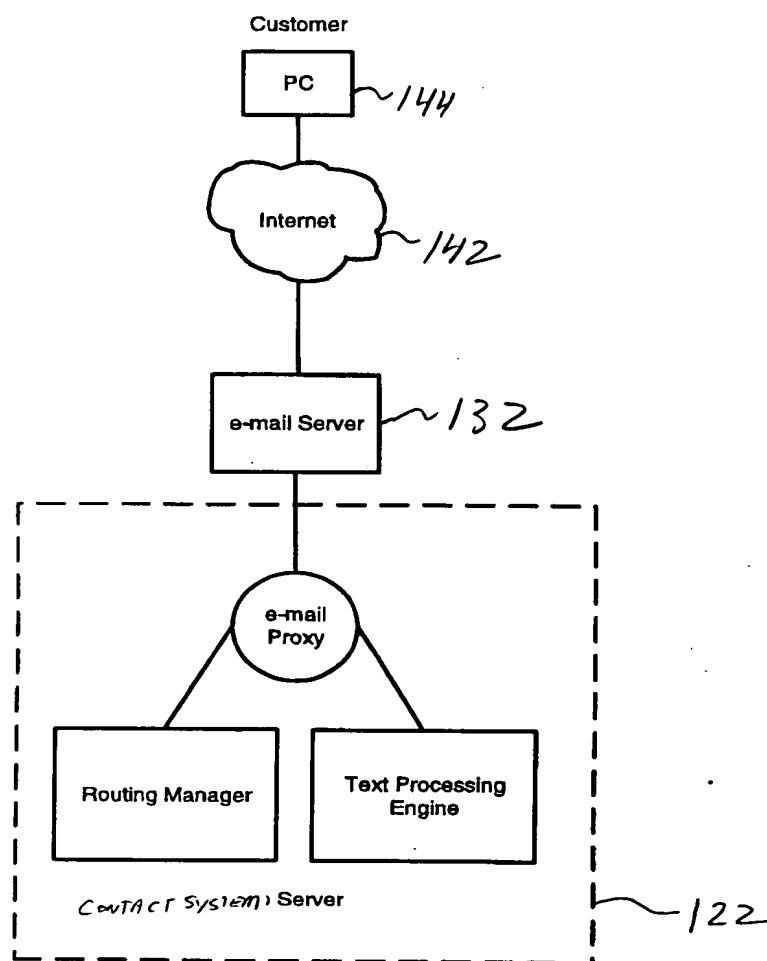


FIG. 63

09400320 092199

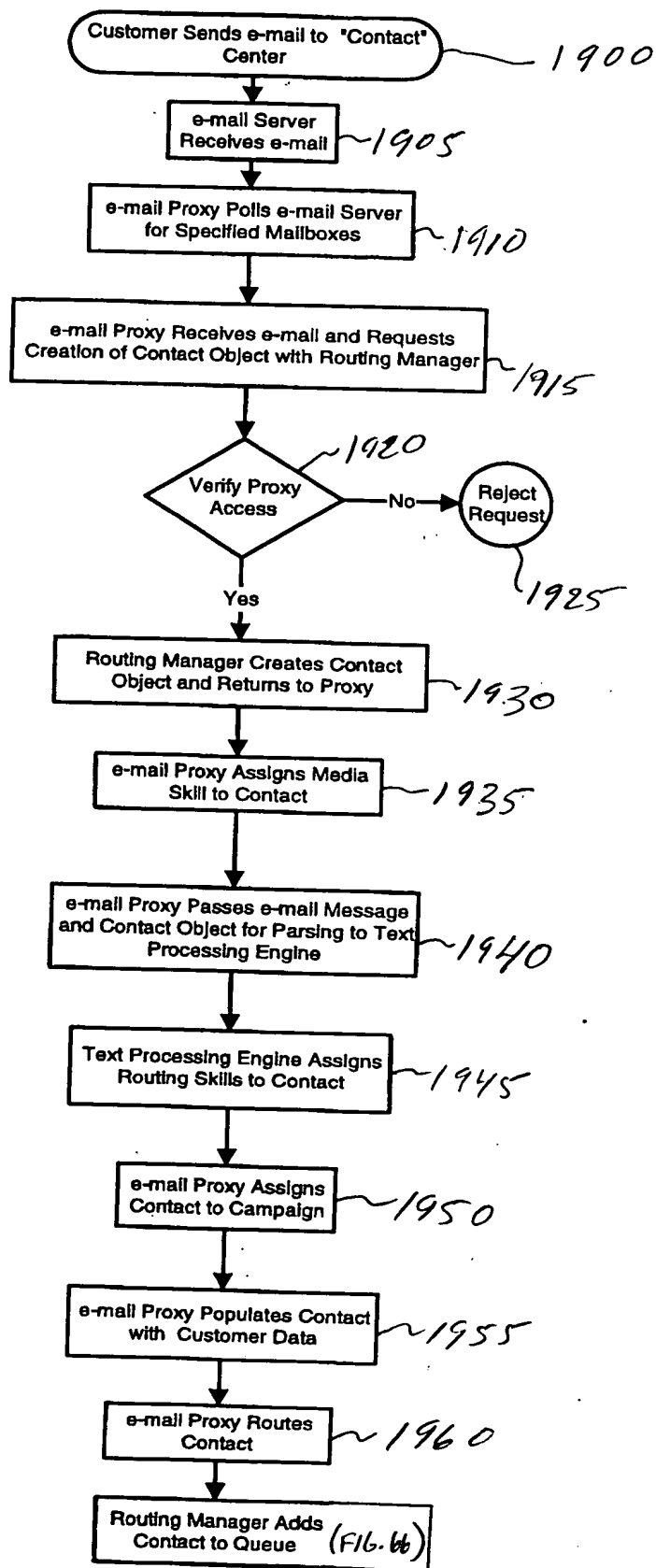


FIG. 64

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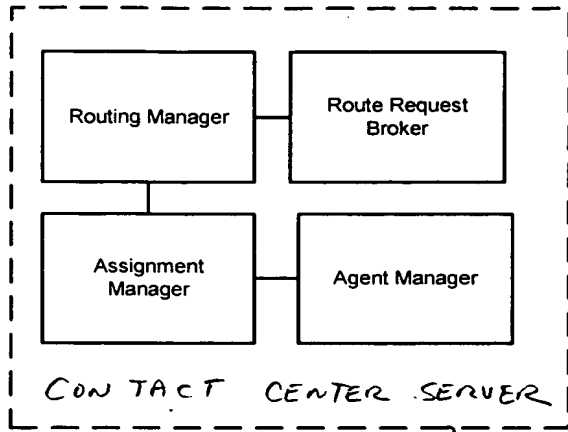


FIG. 65

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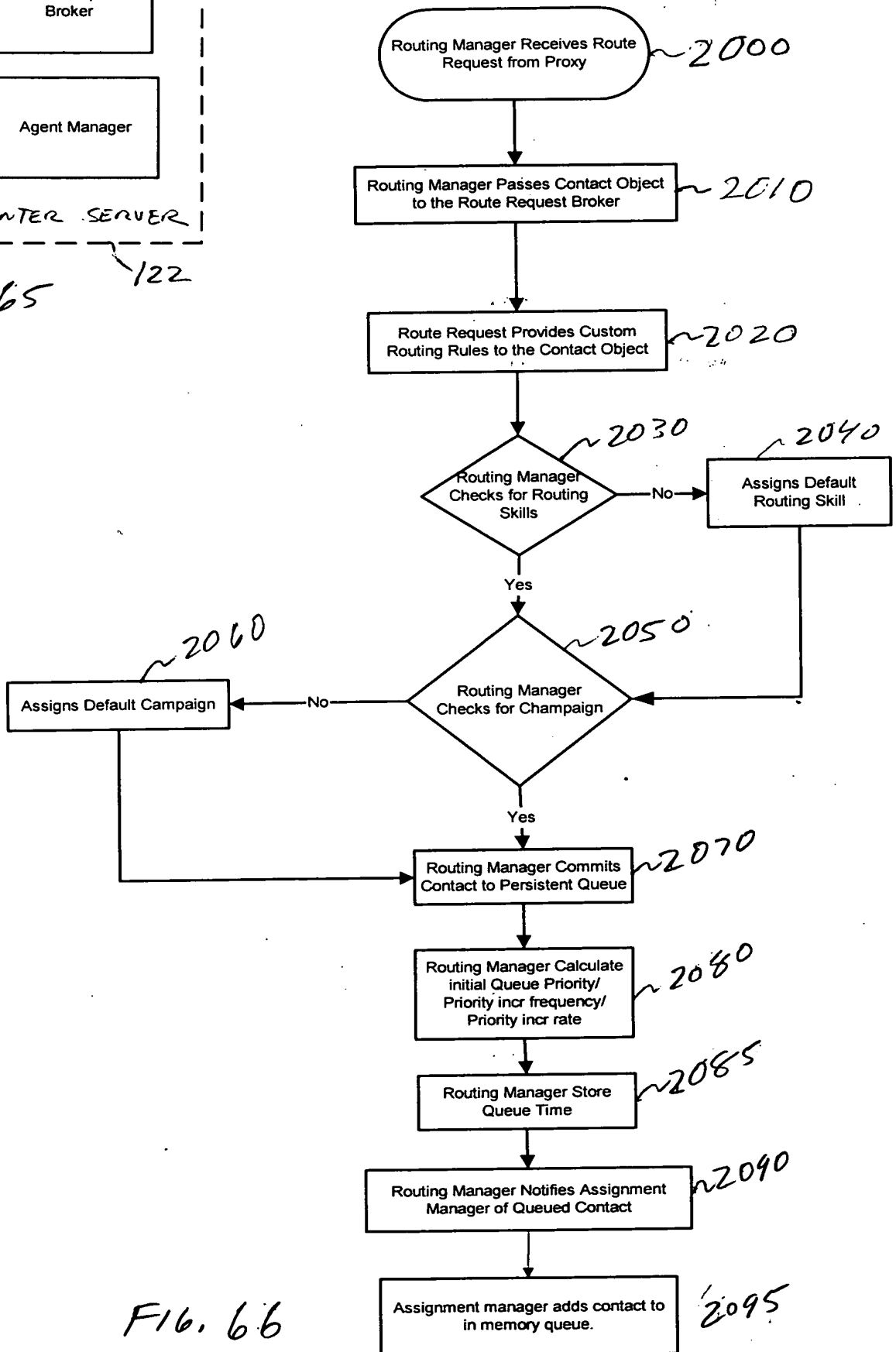


FIG. 66

09400320 02E00460

09400320 092199

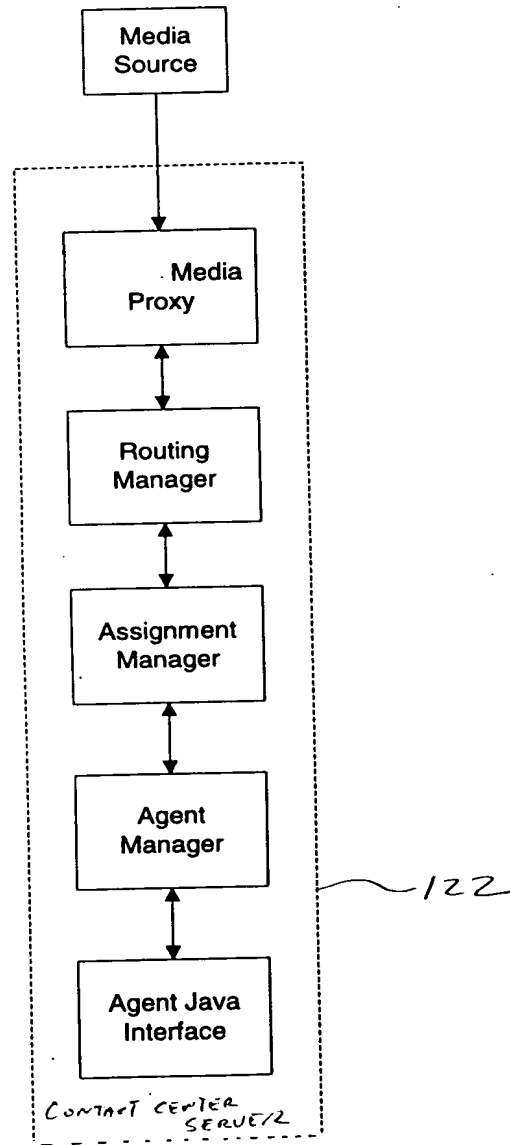


FIG. 67

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0921020026066

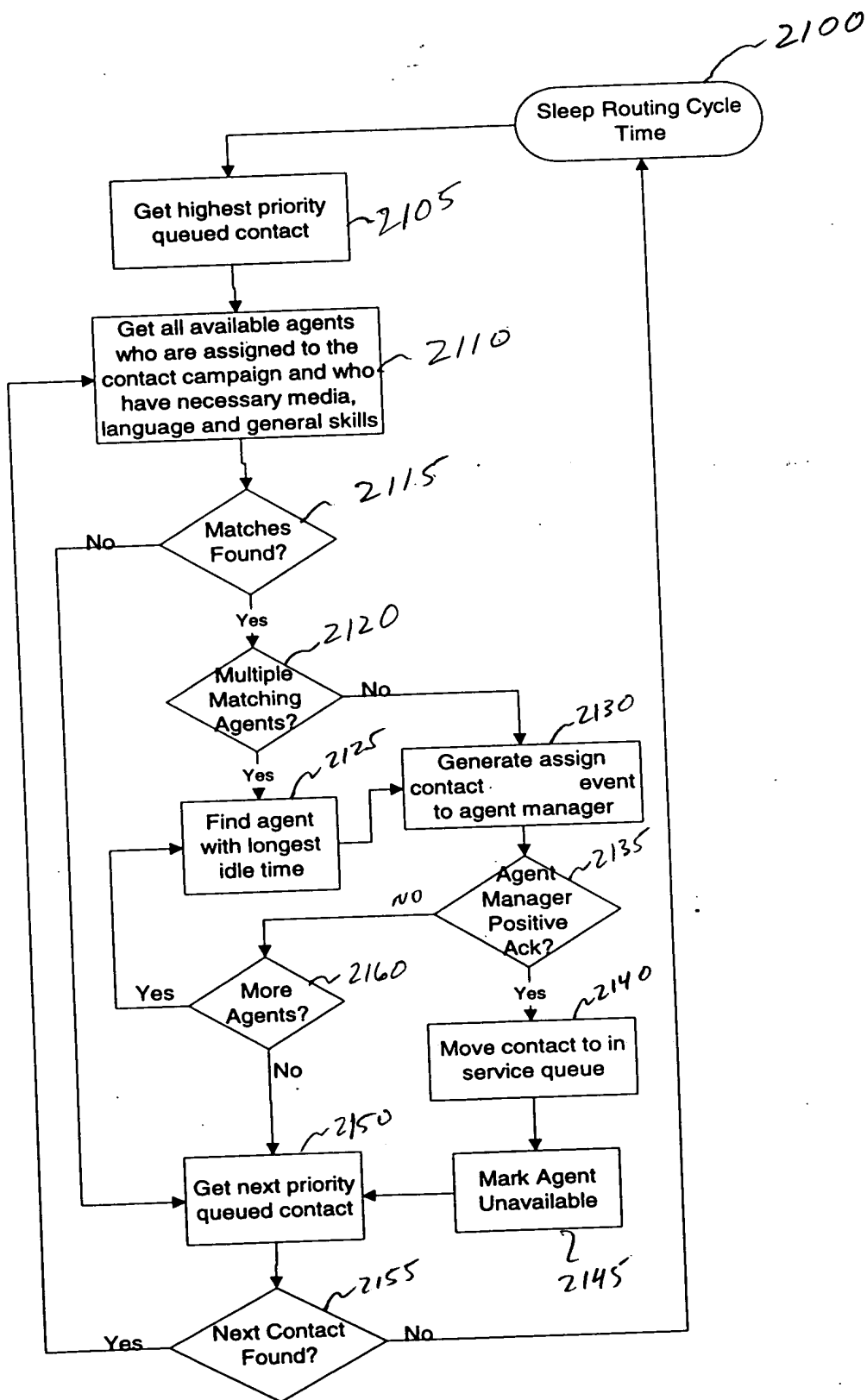


FIG. 68

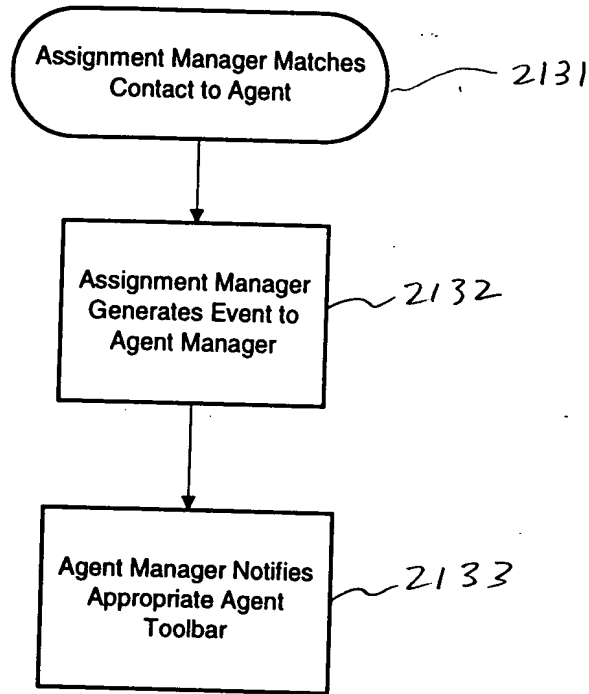


FIG. 69

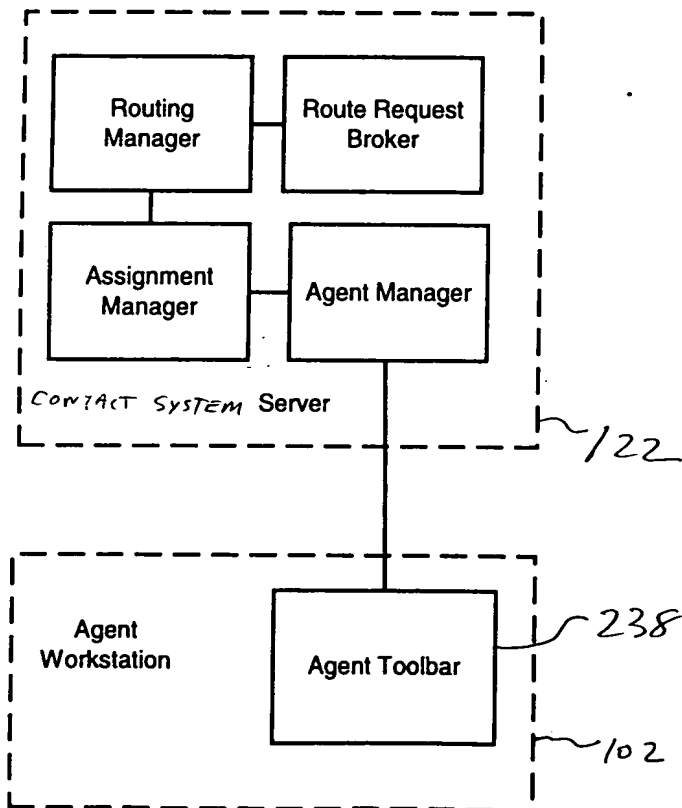


FIG. 70

09400320-092199

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09400320 092199

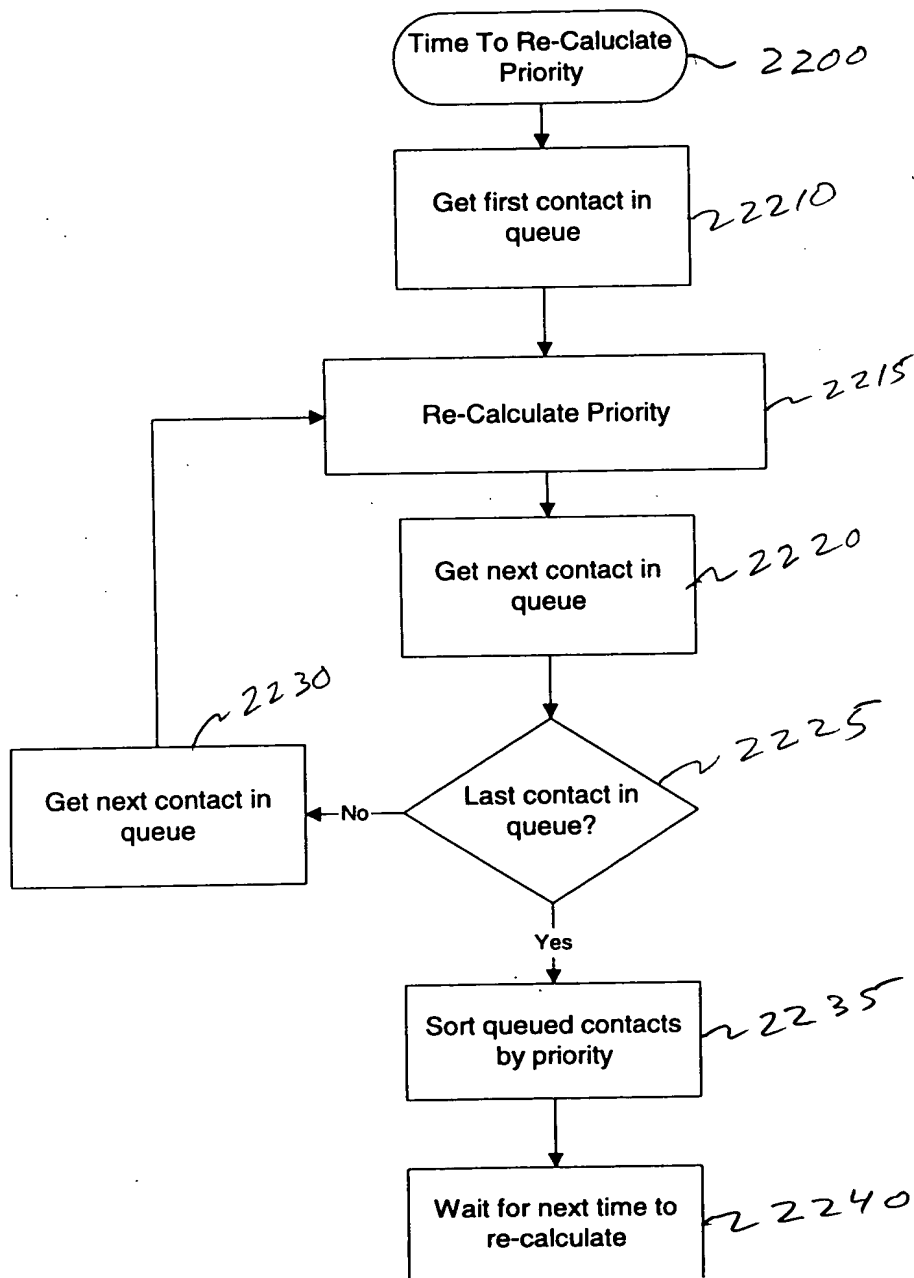


FIG. 71

09400320-092199

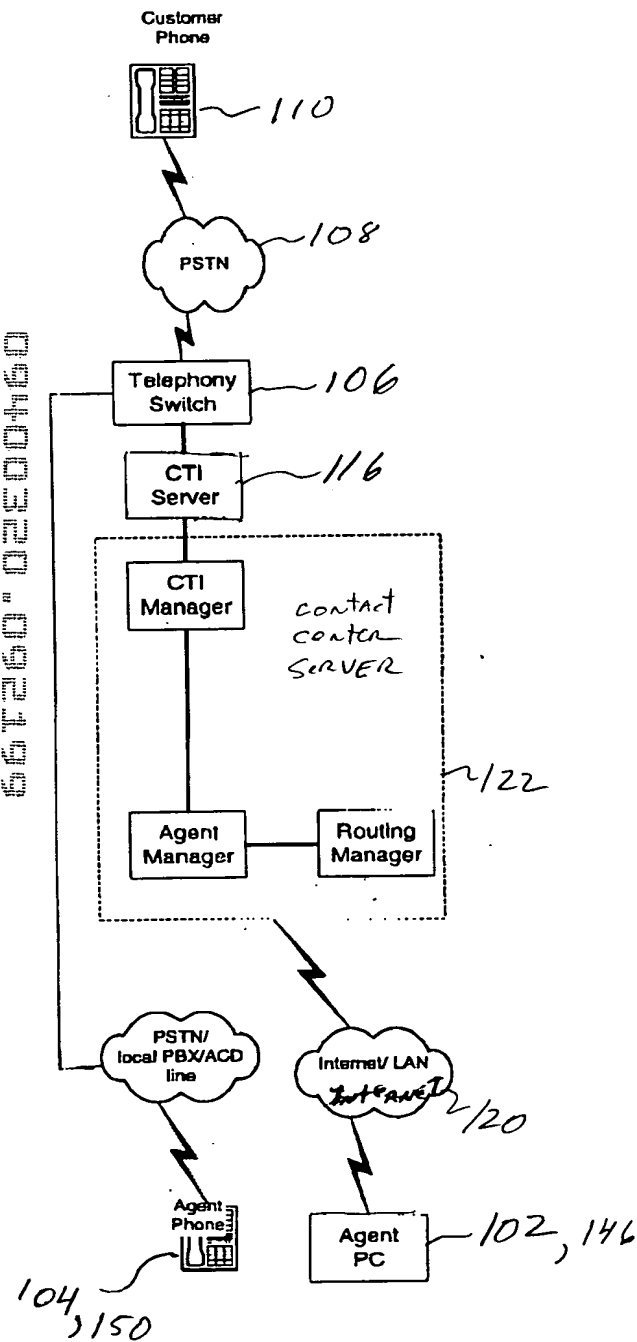


FIG. 72

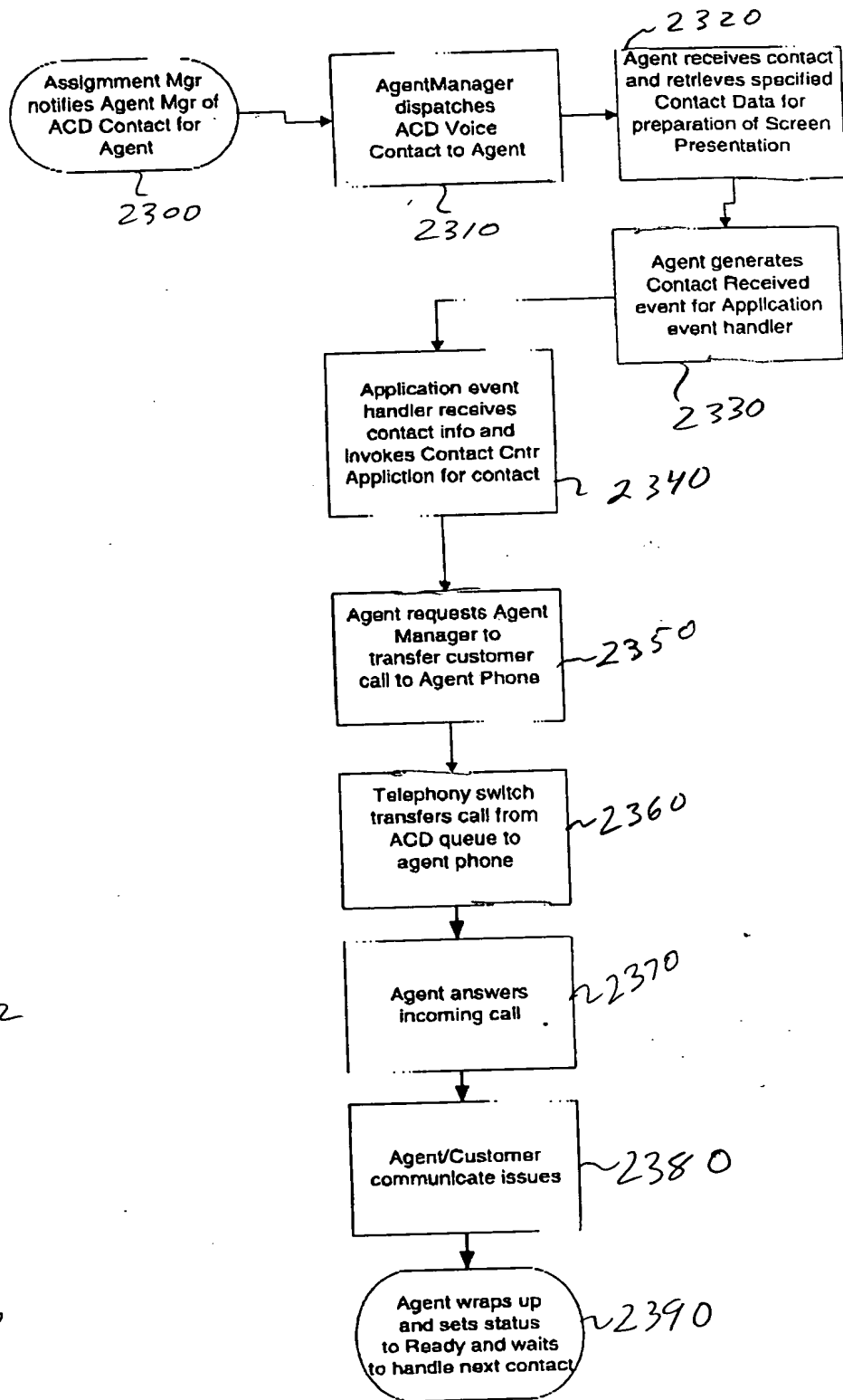


FIG. 73

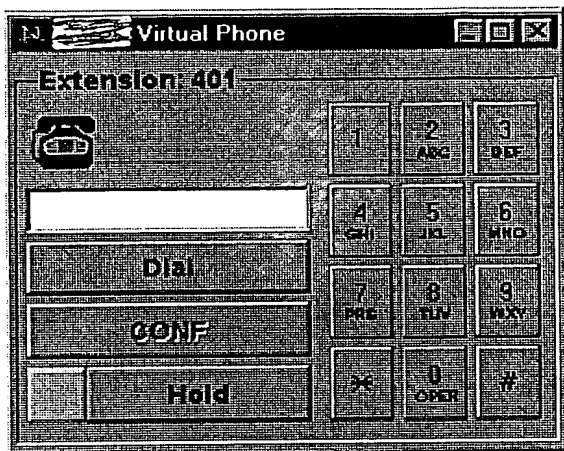


FIG. 74



~ 238-2

FIG. 75



~ 238-2

FIG. 76

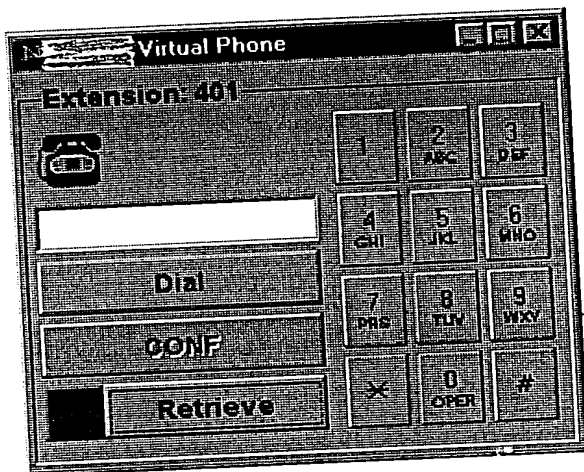


FIG. 77

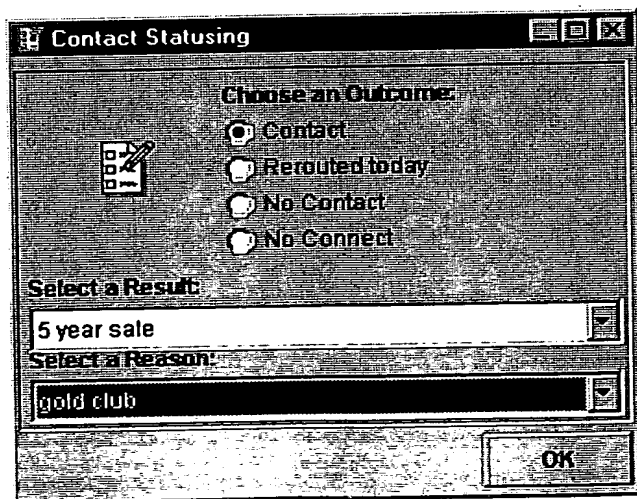


FIG. 78

09400320.092199

~ 246

09400320 092159

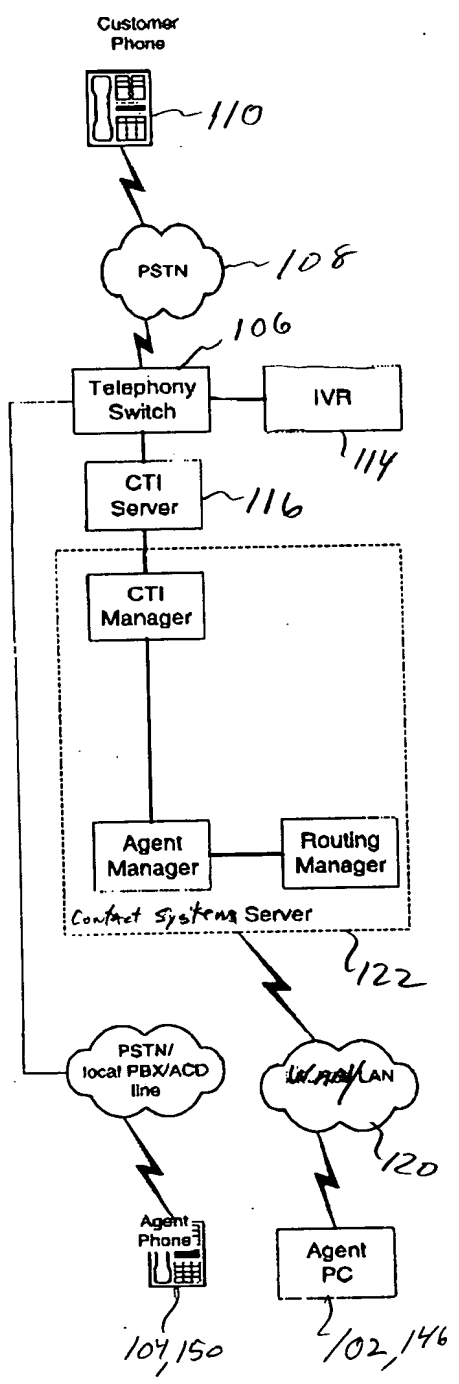


FIG. 79

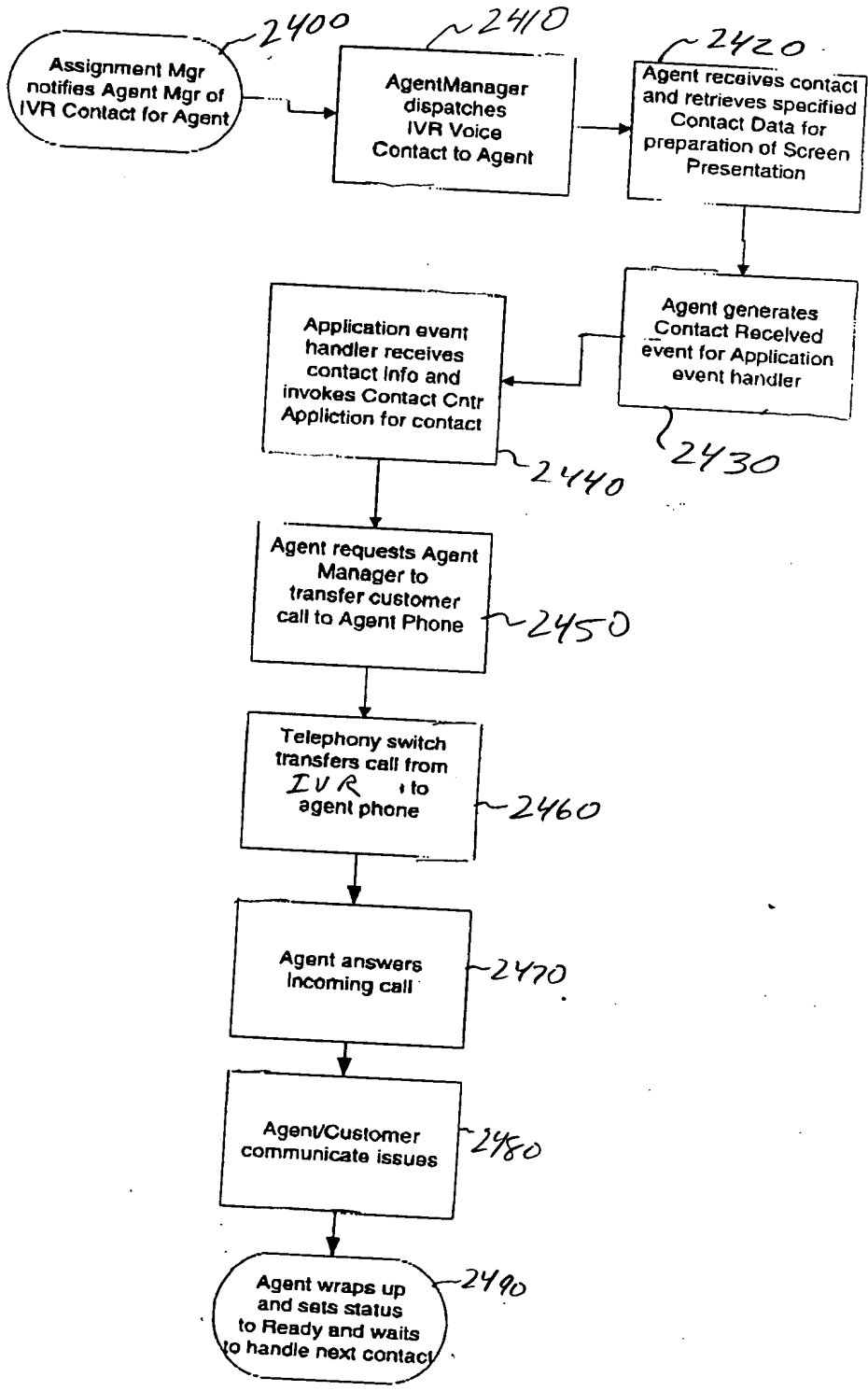
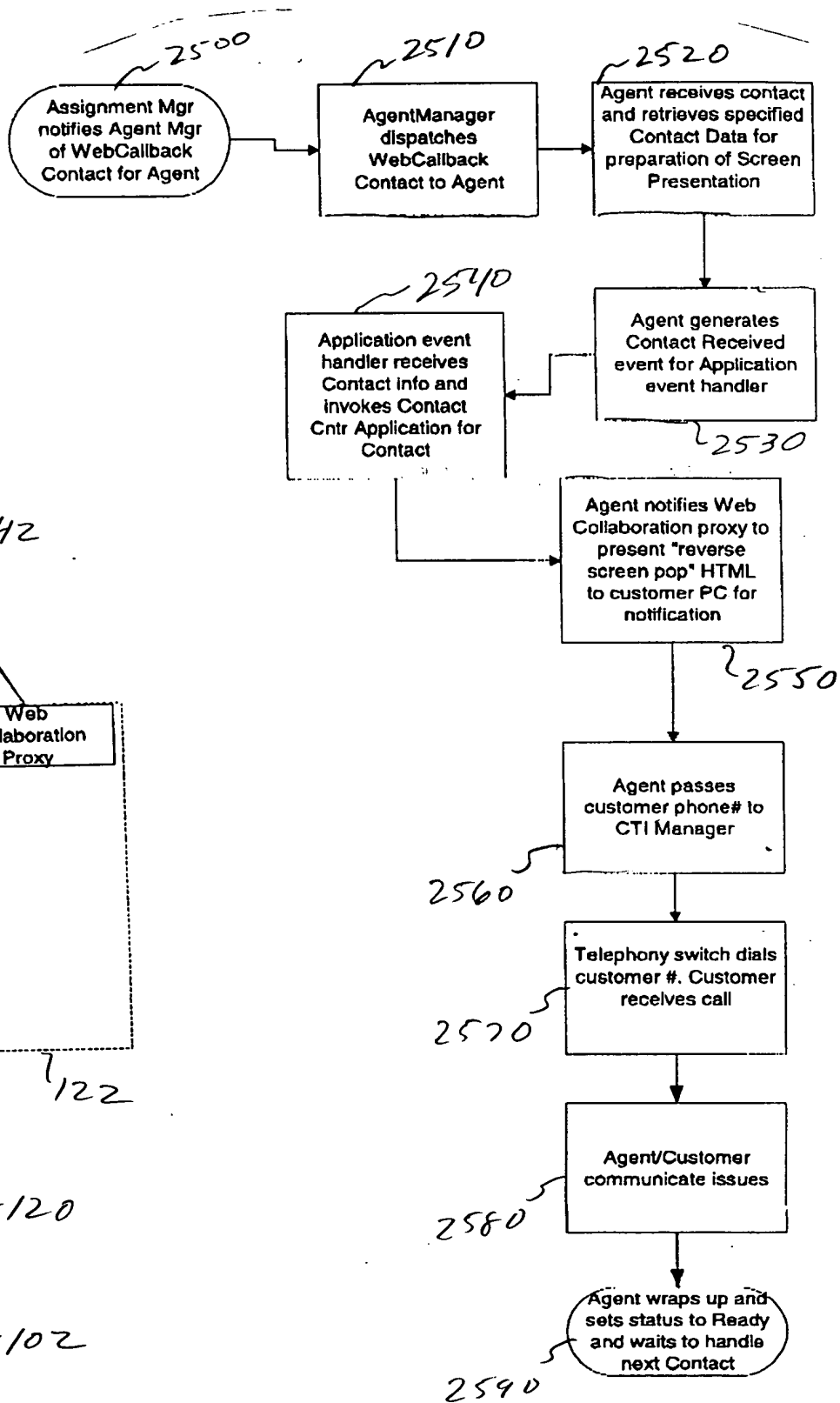
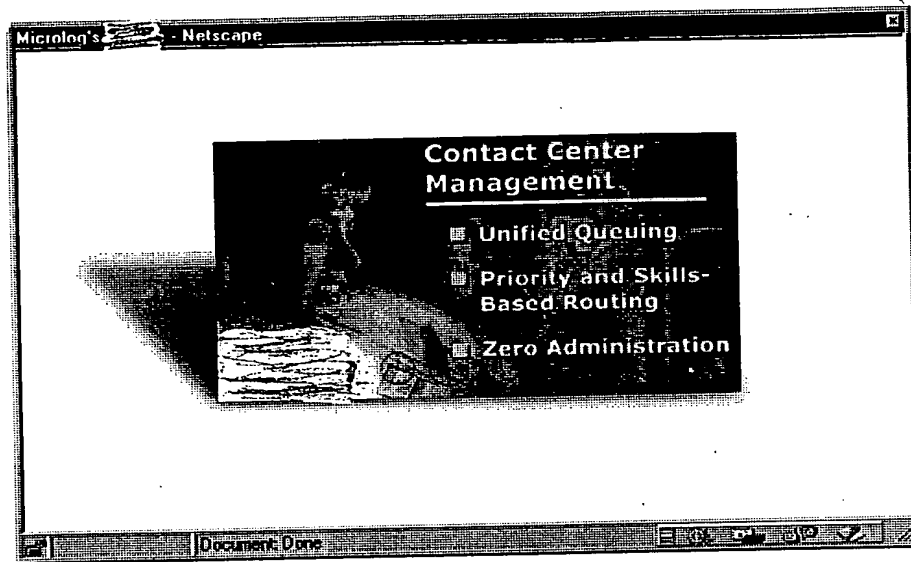


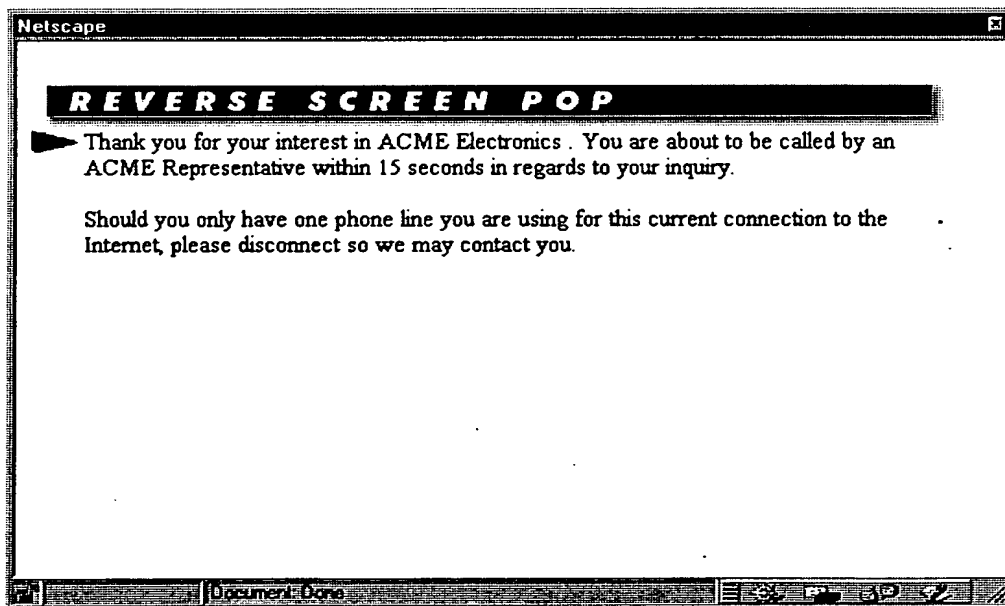
FIG. 80





248

FIG. 83



250

FIG. 84

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Reroute Contact

Reroute Destination

☐ Back to Queue

☐ Back to Self

☒ Forward to Agent

In Campaign:

SUPPORT

Available Agents

agent2

agent3

Schedule Destination

Reroute for Time

☐ JAN 1 2000 1 C

Continue Cancel

252

F16.85

Contact Information

Customer ID: 10023

Customer Type: 5

Campaign: SUPPORT

Media Type: VOICE

Skill Information

System Skills:

UPS TECH

QUALITY TESTER

QUALITY ISO TESTER

QUALITY ENGINEER

SHIPPING TECH

Assigned Skills:

PC TECH

WIRING TECH

Add >

< Remove

Reroute Cancel

254

F16.86

00400320 109199

00400320 02E00460

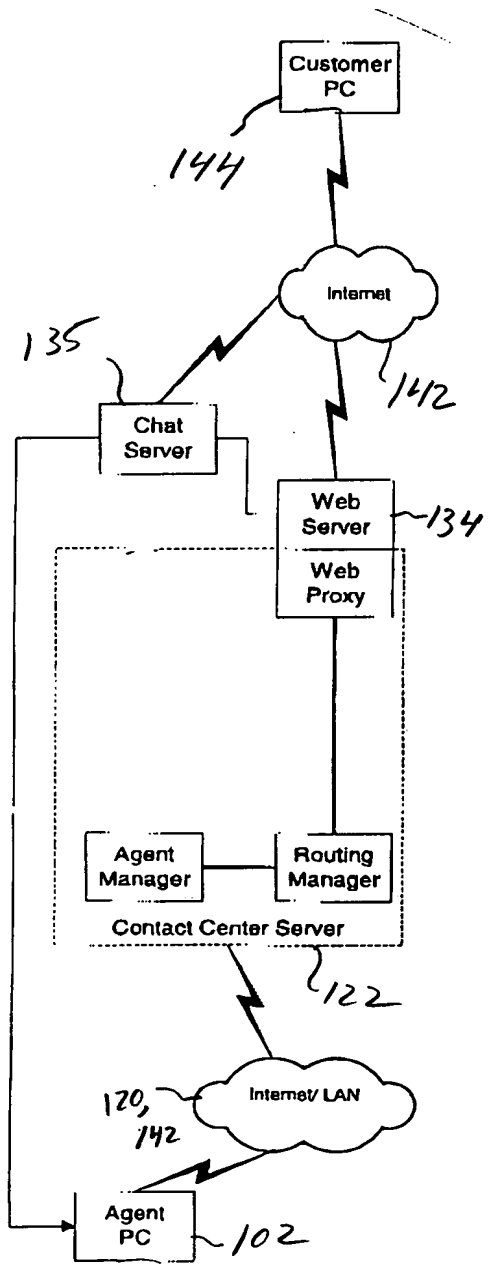


FIG. 87

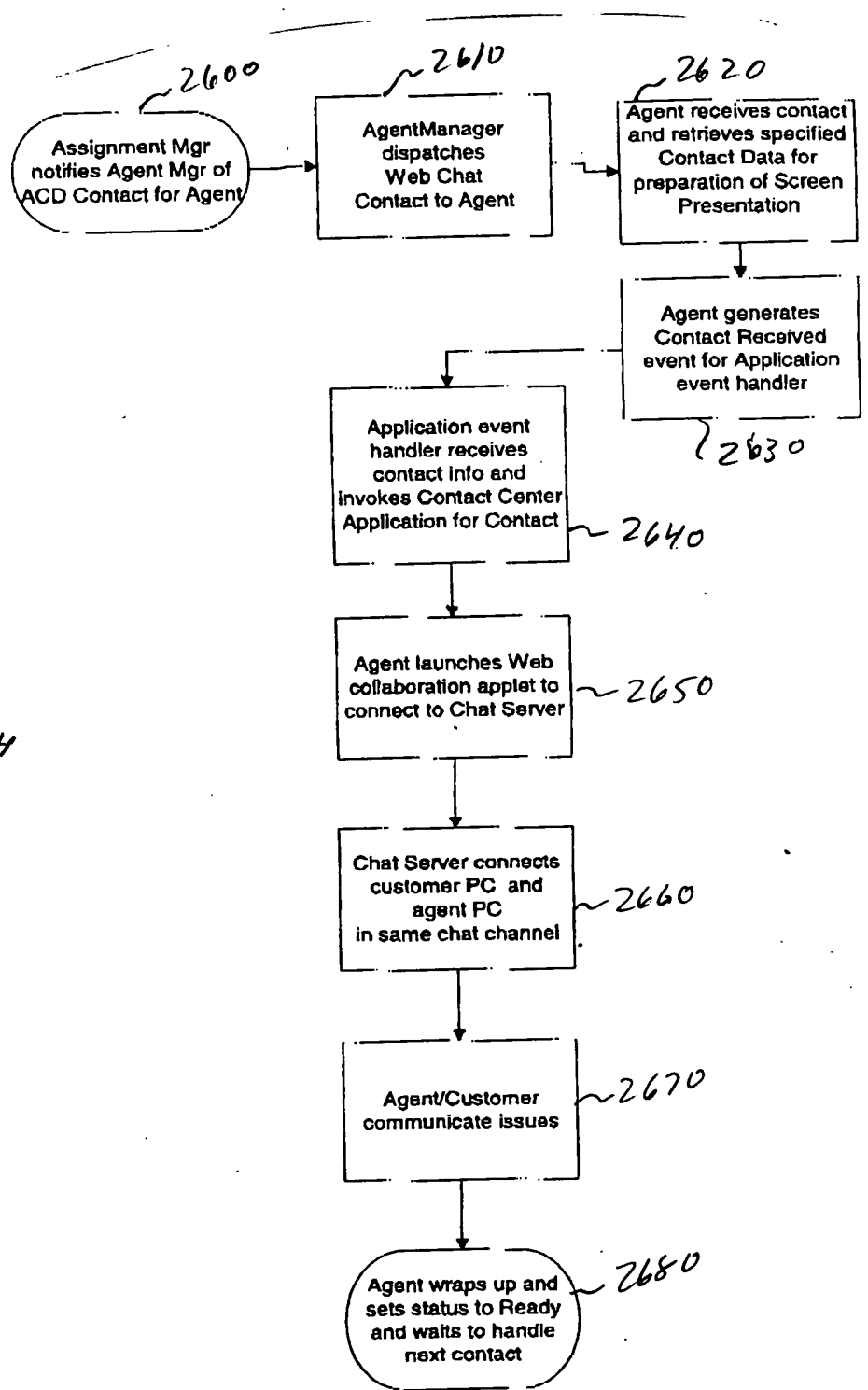


FIG. 88

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Current queue position: 2
Queue wait time: 0:00:58
Average wait time: 0:01:34
Enter URL to Push:
URL Information:
Push URL:
Remarks:
Web Chat Information:
Enter Text Message:
Send Message:

256

FIG. 89

Web Connection
URL Information:
Enter URL to Push:
Push URL:
Web Chat information:
Remarks:
A: The part you ordered is out of stock.
Enter Text Message:
Send Message:
Close

258

FIG. 90

09400320-092199

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09400320"092199

Thank you for contacting ACME Electronics Your agent is: Mike Crowe

Enter URL to Push:

URL Information:

Remarks

Web Chat Information

A: The part you ordered is out of stock.

Enter Text Message:

← 256

Fig. 91

Thank you for contacting ACME Electronics Your agent is: Mike Crowe

Enter URL to Push:

URL Information:

Remarks

Web Chat Information

A: The part you ordered is out of stock.
C: Can I backorder it?

Enter Text Message:

← 256

Fig. 92

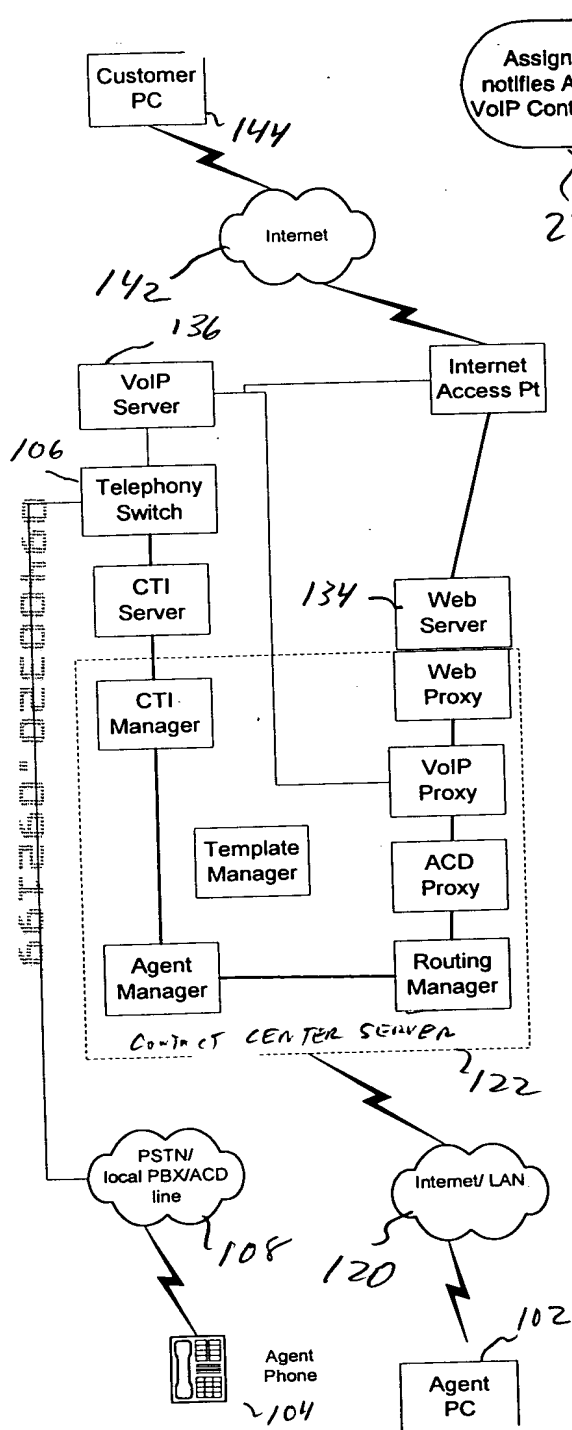


FIG. 93

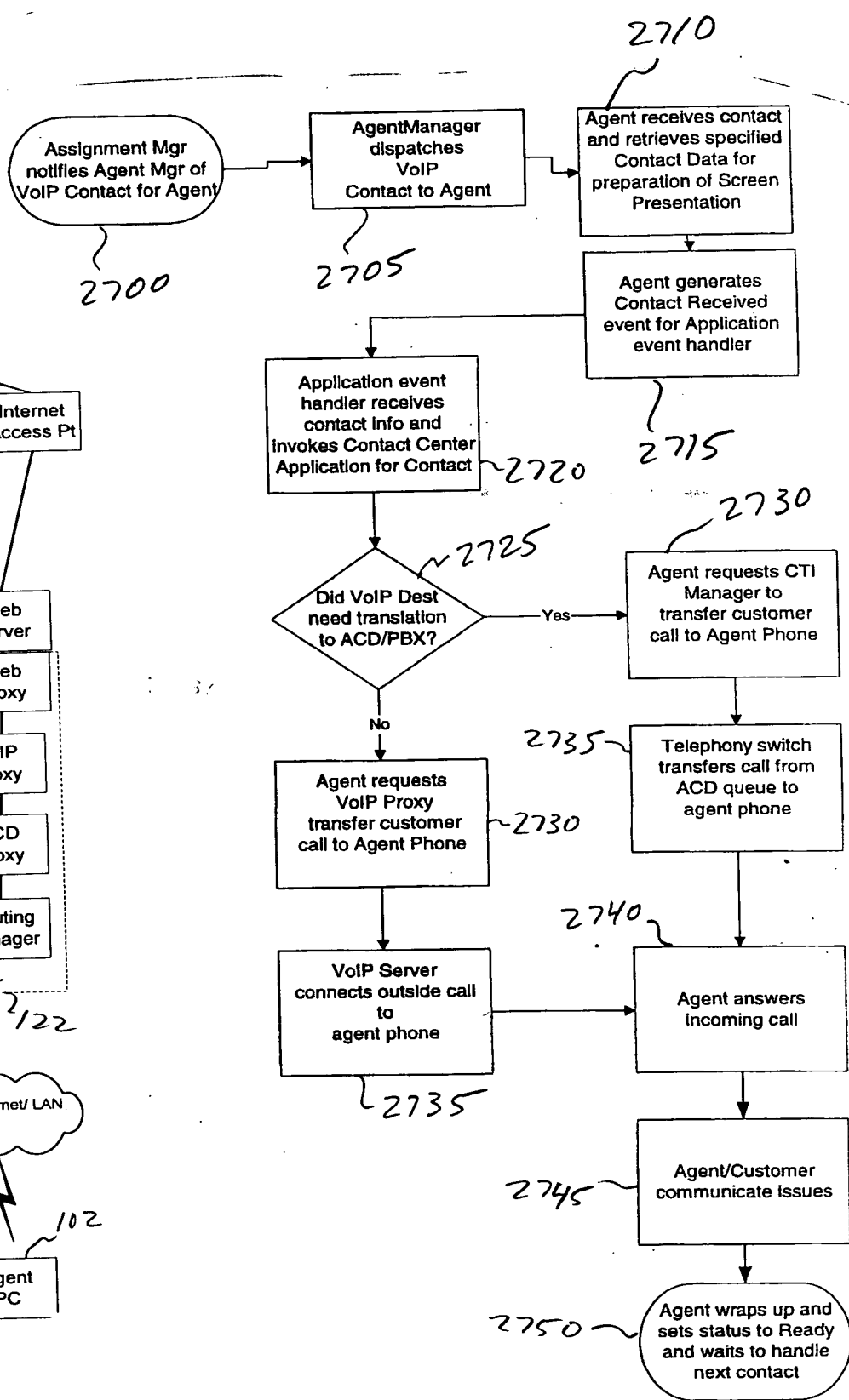


FIG. 94

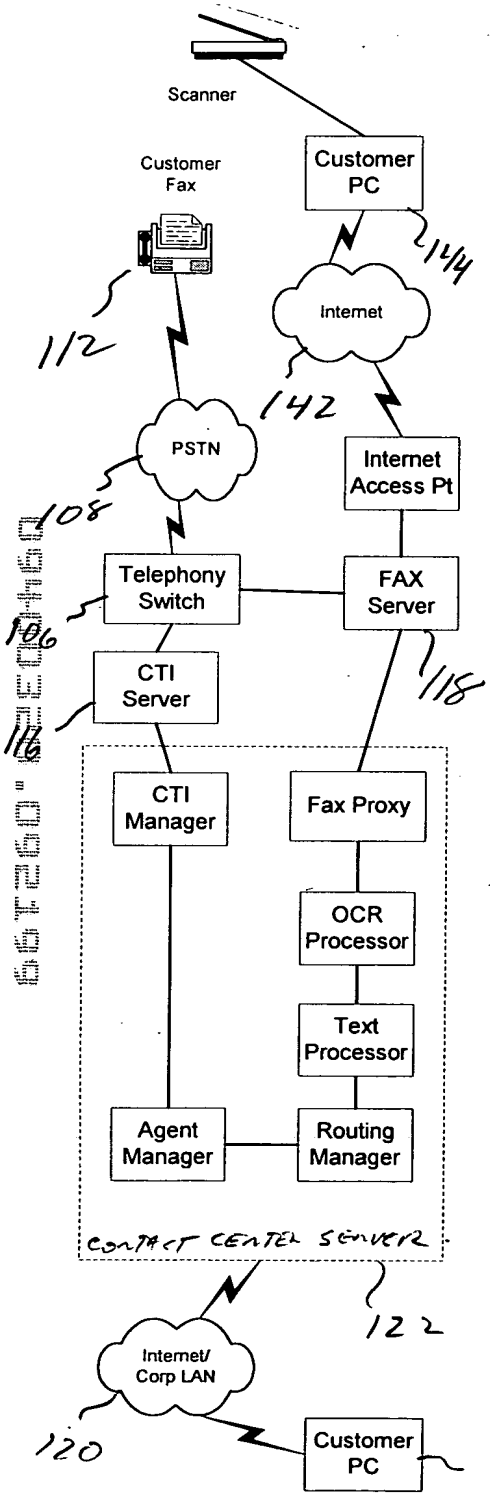


FIG. 95

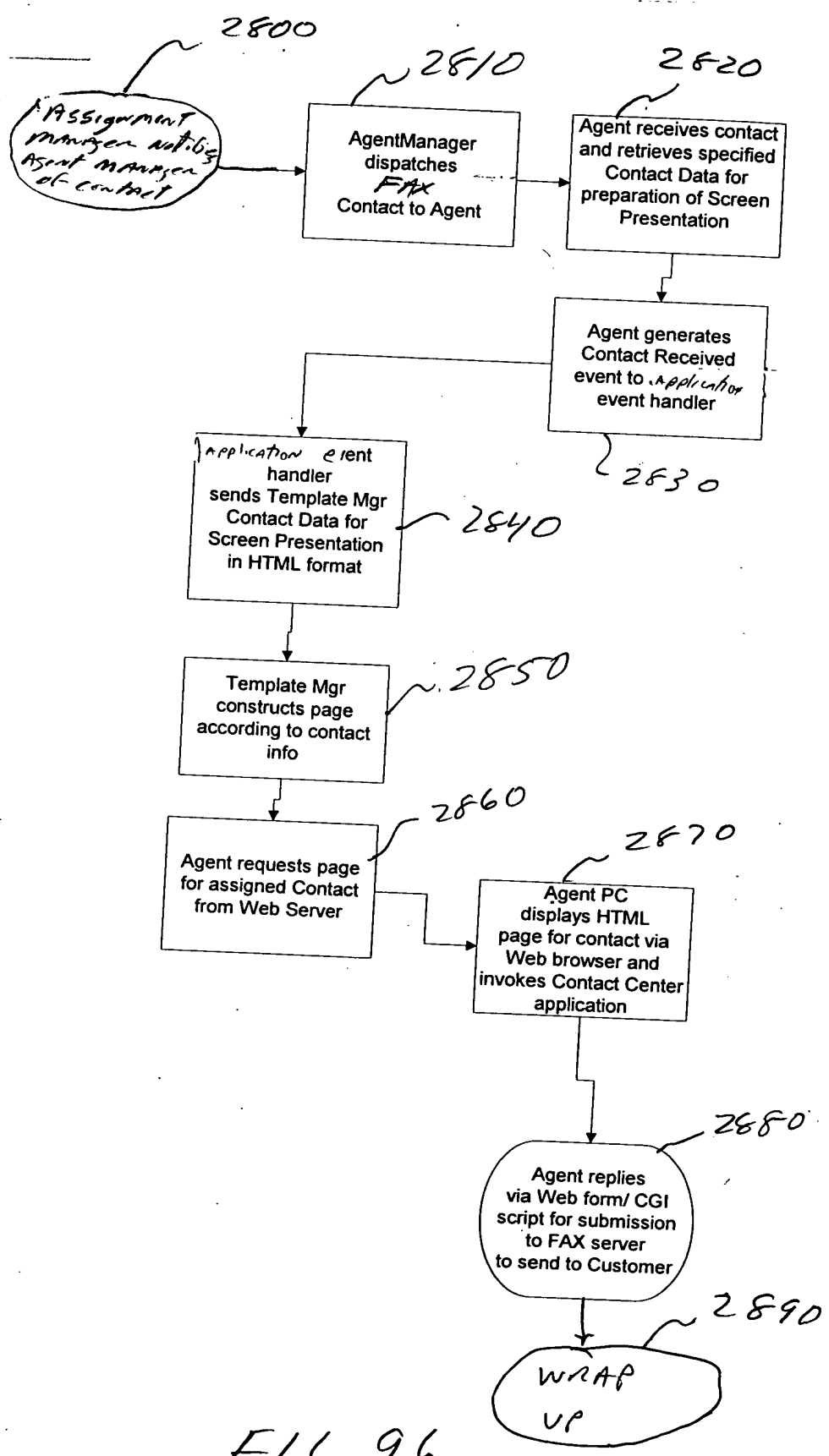
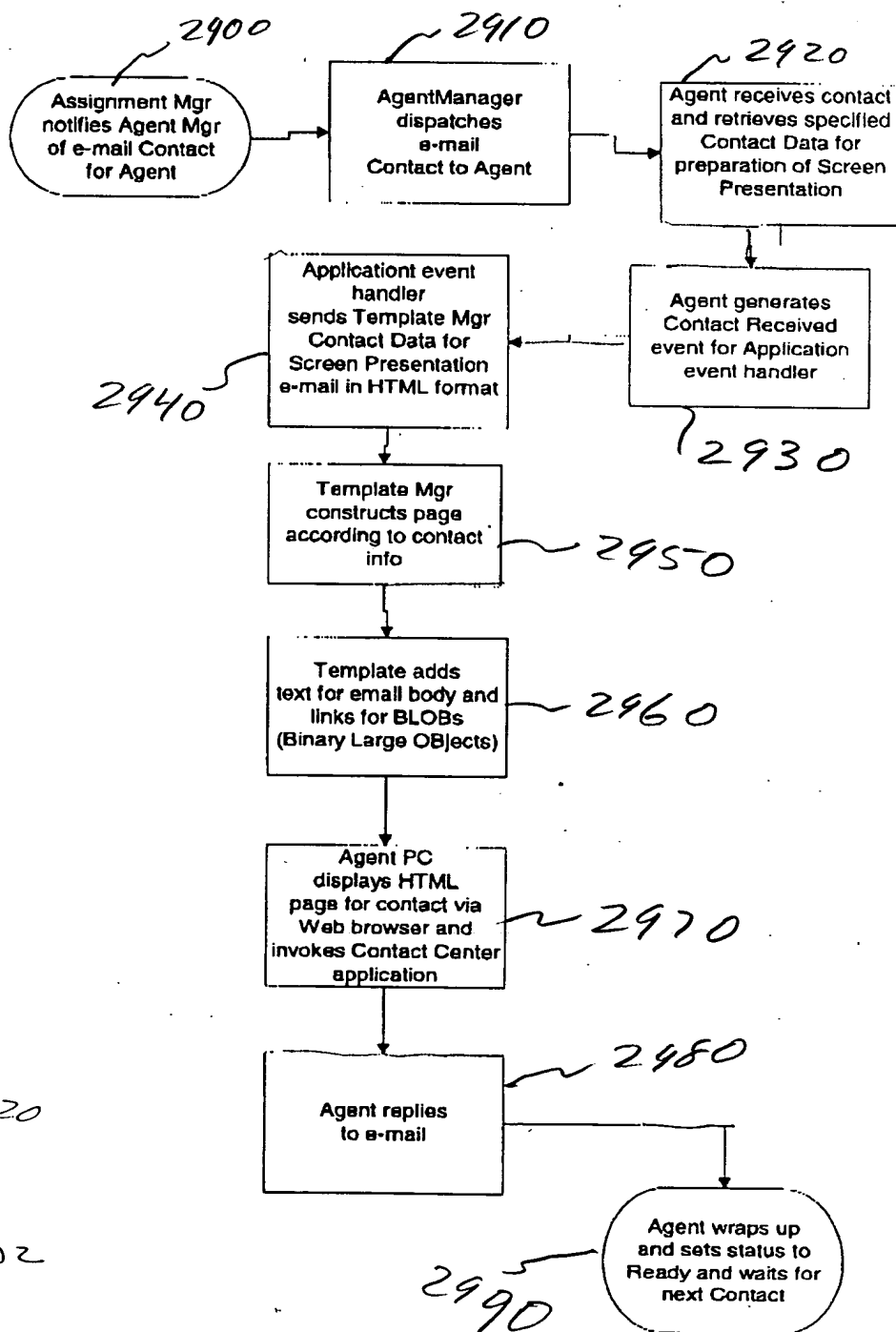
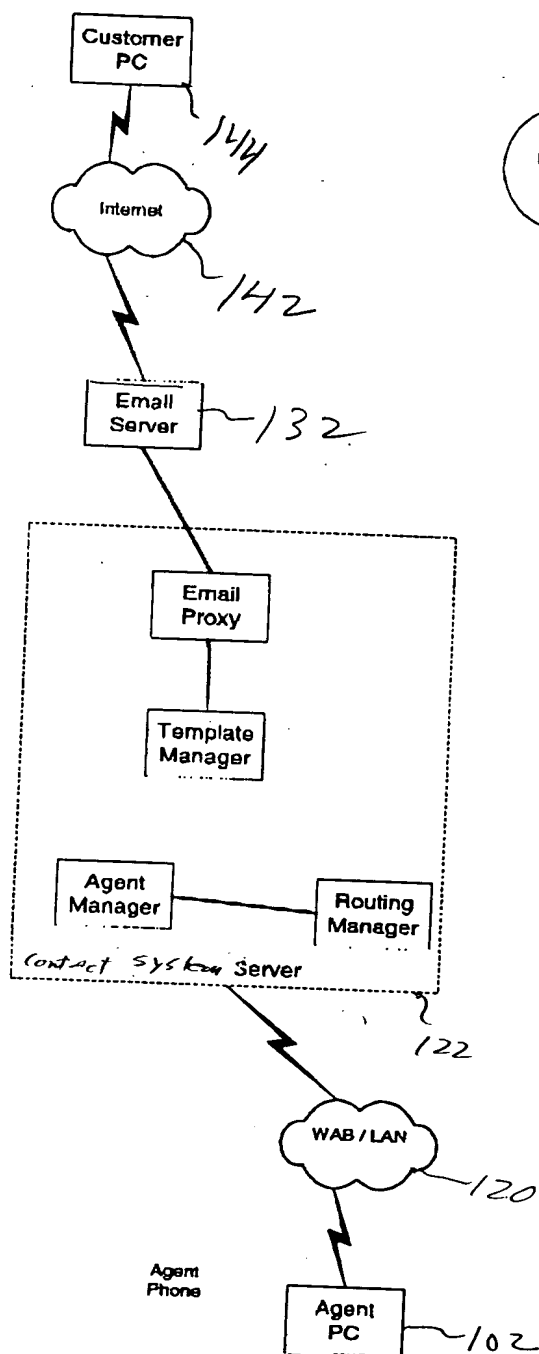


FIG. 96



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Campaign Detail Monitor - SALES

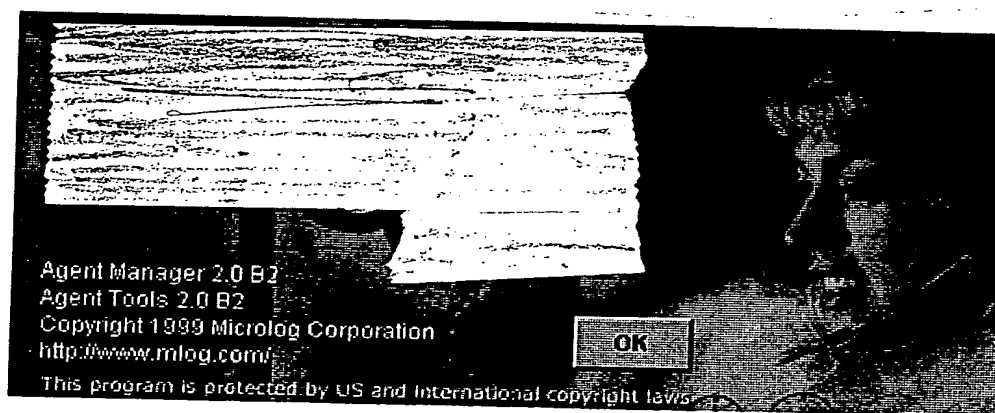
Position	Media Type	Customer ID	Customer Type	Wait Time
1	EMAIL	187321	3	0:01:48
2	CHAT	837372	5	0:01:23
3	WEB	938273	2	0:00:59
4	VOICE	334738	1	0:00:53
5	CALLBACK	486728	3	0:00:42
6	WBB	849371	4	0:00:28

OK

~264

F16. 101

09400320"092199



~266

F16. 102

00400320-092199

xyz Technical Support Center Interface Netscape

Technical Support Center

Message Posted on: 1999-08-05 16:20:43

Subject: _____

From: Mike Stanislaw - MikeS@supernet.com 08/05/99 16:20:43

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FIG. 103

Reply Message

Your Name: _____

Your Email: _____

To: Mike Stanislaw - MikeS@supernet.com
☐ Send email

Subject: Re: _____

Send Message

270

FIG. 104